



# CATS-UPSIC

## Complaint & Appeal Tracking System Uttar Pradesh State information Commission

### User Manual for the Citizen's Mobile Application

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By,

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## 1. GLOSSARY/DEFINITION

Abbreviation	Description
NIC	National Informatics Centre
PIO	Public Information Officer
FAA	First Appellate Authority
CIC	Chief Information Commissioner
IC	Information Commissioner
IT	Information Technology
ICT	Information and Communication Technology
MIS	Management Information System
FM	Facilitation Memo
RO	Research Officer

## 2. PROJECT'S BASIC ORGANIZATIONAL STRUCTURE

### 2.1 Project Title

The Project Title is **CATS UPSIC** which is an abbreviation used for the **Complaint and Appeal Tracking System for Uttar Pradesh State Information Commission**.

### 2.2 Project Cycle

The CATS UPSIC Computerization project is roll-out software after the successful completion of the Pilot Phase.

### 2.3 About UPIC Department

#### 2.3.1 Client

The client of this software is the Department of Uttar Pradesh State Information Commission of Uttar Pradesh State in India.

The product has been initiated by the Department of Uttar Pradesh Information, designed, and developed under technical guidance of NIC.

#### 2.3.2 Background of the Department

To uphold the spirit of the RTI Act and secure every citizen's Right to Information by facilitating access to information under the control of public authorities in order to promote transparency and accountability in the working of every such authority and develop an informed citizenry.

With the enactment of the **Right to Information Act, 2005**, the fact that the right to information is a fundamental right flowing from Articles 19(1) (A) and 21 of the Constitution of India, has now been well settled. The ultimate aim of the Right to Information Act is to have a well-informed citizenry, which is aware of its rights, and well-trained officers of public authorities who are aware of their duties and functions under the Act. A government committed to effective implementation of the Act together with active participation of non-governmental organizations and other activists and with an active Information Commission would be able to achieve the desired results.

The State Information Commission of Uttar Pradesh, which came into being on 14-09-2005 is on the forefront to achieve the goals enshrined in the Right to Information Act, 2005 to mould an informed citizenry, to promote transparency of information held by or under the control of the public authorities, contain corruption, and to hold governments and its instrumentalities accountable to the governed.

**Online Service Portal for Department of Uttar Pradesh Information (Complain and Appeal Tracking system)**

**Alongside other tasks, Department of Uttar Pradesh Information (Complain and Appeal Tracking System) performs following major tasks:**

- Complaint under section 18 of the Right to Information ACT, 2005
- Second Appeal under section 19(3) of the Right to Information ACT, 2005
- Documents related to running case or Keep On File (KOF)
- Facilitation Memo Generated Application
- Order Recall (Rule - 12)
- Physical File Inspection
- Copy Application
- Office Order and copy application/inspection application.
- Request for Online Order Correction
- Request for Online Court Transfer

### 2.3.3 Functions of the Department

The department performs the following functions:

#### 1. Citizen Registration:

The applicant requires to register himself/herself with required details on CATS-UPSIC portal to fill the application forms.

#### 2. Application Submission:

Citizens have to fill out the Complaint, Appeal, Order Recall (Rule-12) and other form with required details and upload supporting documents and submit them for review.

#### 3. Officer Verification:

Once the application is submitted by the citizen, it will be forwarded to the “**Scrutinizer**”. After receiving the application, Scrutinizer will scrutinize the application on the basis of check lists and after that applications will be forwarded the Research Officer.

To continue, Research Officers have the authority to approve the application. The research officer can approve the application in three ways as per its verification-

- a. **Mark as Special-** Applications generated by VVIP Citizen or Application which needs special attention are Marked as Special case and forward to court with unique file/case number.
- b. **Approved-** Research officer will Review the approve case and after DSC, it will be forwarded to Court with a unique system generated Case Number.
- c. **Revert to Scrutinizer** - if Application has any mistakes or requires some modification as per checklist then Research officer will revert it to Scrutinizer.

**4. Facilitation Memo:** Registrar/Joint registrar will receive the rejected application from Research Officer. Registrar/Joint Registrar has the authority to generate the Facilitation Memo against the rejected application.

#### 5. Hearing Room:

In the hearing room there are four main users: -

**Commissioner:** - Commissioner will supervise the work of remaining three users and give the decisions against every case number.

**Ahlmad:** - Ahlmad receives all the approved files from research officer. Assign the first date of hearing and generate the notices.

**Peshkar:** - The peshkar is responsible for generating the cause list, updating decision types, and obtaining approval for the cause list, among other tasks.

**Stenographer:** - After the approval of the cause list, the stenographer will receive it, upload the order file, and create the order. Subsequently, the stenographer will forward the order to the commissioner for approval and digital signature.

## 6. Other Sections:

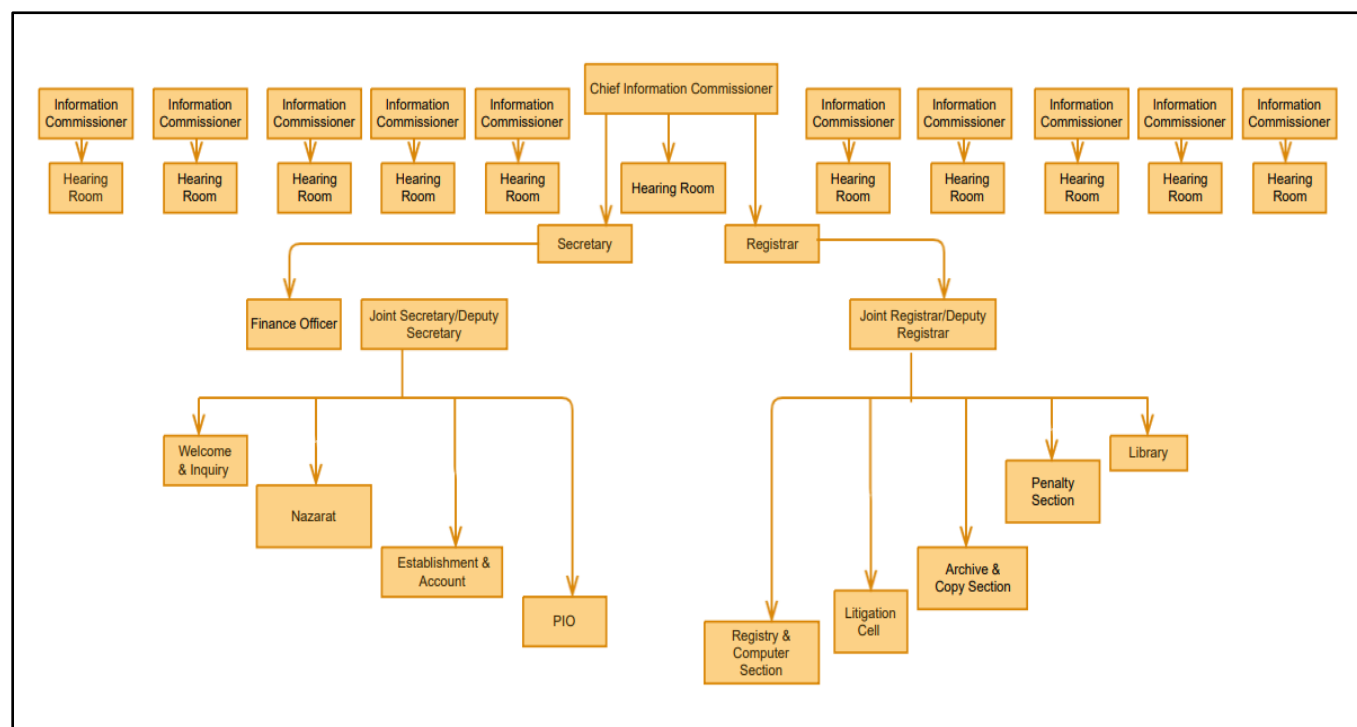
**Archive Section:** - The Archive section receives all the non-penalty disposed files on the 15th of each month and saves files in the compactor. It receives file requests from the hearing room and sends the requested files to the hearing room under the supervision of the registrar/joint registrar. Moreover, the Archive section is tasked with scheduling dates for physical file inspections.

**Penalty Section:** - The Penalty section handles disposed penalty cases, generates notices, and updates the penalty recovery records.

**Copy Section:** - Copy Section provides authorized copy of order and other documents as per the applicant's request.

**Litigation Section:** - This section works on those cases which have been challenged in Hon'ble High Court and Hon'ble Supreme Court.

## 2.3.4 Organizational Structure



## 2.4 Project Initiator Details

National Informatics Centre, State Unit, Uttar Pradesh has initiated the development of Complaint and Appeal Tracking System for the Department of Information Commission as a technical consultant.

## 2.5 Name of the Implementing Agency

Uttar Pradesh Information Commission 7/7A, RTI Building Vibhuti Khand, Gomti Nagar Lucknow, Uttar Pradesh.

## 2.6 Name and Job Title of the key contact person

Uttar Pradesh State Information Commission.

### **Key contact person (person responsible for Implementation)**

Chief Information Commissioner of Uttar Pradesh Information Commission, Government of Uttar Pradesh

**Contact details:** U.P. Information Commission

**Ph:** 0522-2724930

**Email:** webmaster-upic@up.gov.in

## 2.7 Software development/Computerization Agency

National Informatics Centre (NIC) has provided technical support for software development through hired outsourced work force, deployed by the U.P. State Information Commission.

## 2.8 Location of project implementation

Uttar Pradesh Information Commission 7/7A, RTI Building Vibhuti Khand, Gomti Nagar Lucknow, Uttar Pradesh.

### 3. CATS UPSIC PERSPECTIVE

The prime objective for automation of the department of UPIC envisages the subsequent:

- a. The department's portal has been designed according to the GIGW (Guidelines for Indian Government Websites), which allows users to access helpful documents, well-defined inspection procedures, and checklists with just a click, anytime and anywhere. Additionally, the portal offers online verification of approval orders related to complaints, second appeals, KOF, and Order Recall Rule-12.
- b. Automated System for work allocation of Hearing of the Department.
- c. Citizen-centric and user-friendly interfaces are essential for online service portals that allow citizens to apply for complaints or appeals and download digitally signed orders. The portal should be designed with the citizen in mind, making it easy for them to access and navigate. By providing a seamless and efficient service, citizens will be more likely to use the portal, increasing its effectiveness in addressing their needs.
- d. Timely Issuance verdict for complaint application.
  - Online Application.
  - Upload scanned supporting documents.
  - Generation of application registration number
  - Track the status of application online.
  - Work flow-based Disposal of application.
  - Generation of the orders.
- e. Timely Issuance verdict for Second Appeal.
  - Online Application.
  - Upload scanned supporting documents.
  - Generation of application registration number
  - Track the status of application online.
  - Work flow-based Disposal of application.
  - Generation of the orders.
- f. Timely Issuance verdict for Order Recall Rule-12.
  - Online Application.
  - Upload scanned supporting documents.
  - Generation of application registration number.
  - Track the status of application online.
  - Work flow-based Disposal of application.
  - Generation of the orders.
- g. Documents related to running case or KOF Keep on File

- Online Application.
- Upload scanned supporting documents.
- Generation of diary number.
- Track the status of application online.
- Work flow-based Disposal of application.

h. Timely Issuance authorized order copy for complaint/second appeal.

- Request for copy application if Eligible
- Online application
- Upload scanned supporting documents
- Generation of diary number.
- Track online the status of application
- Online Payment of fees
- Generation of authorized order copy

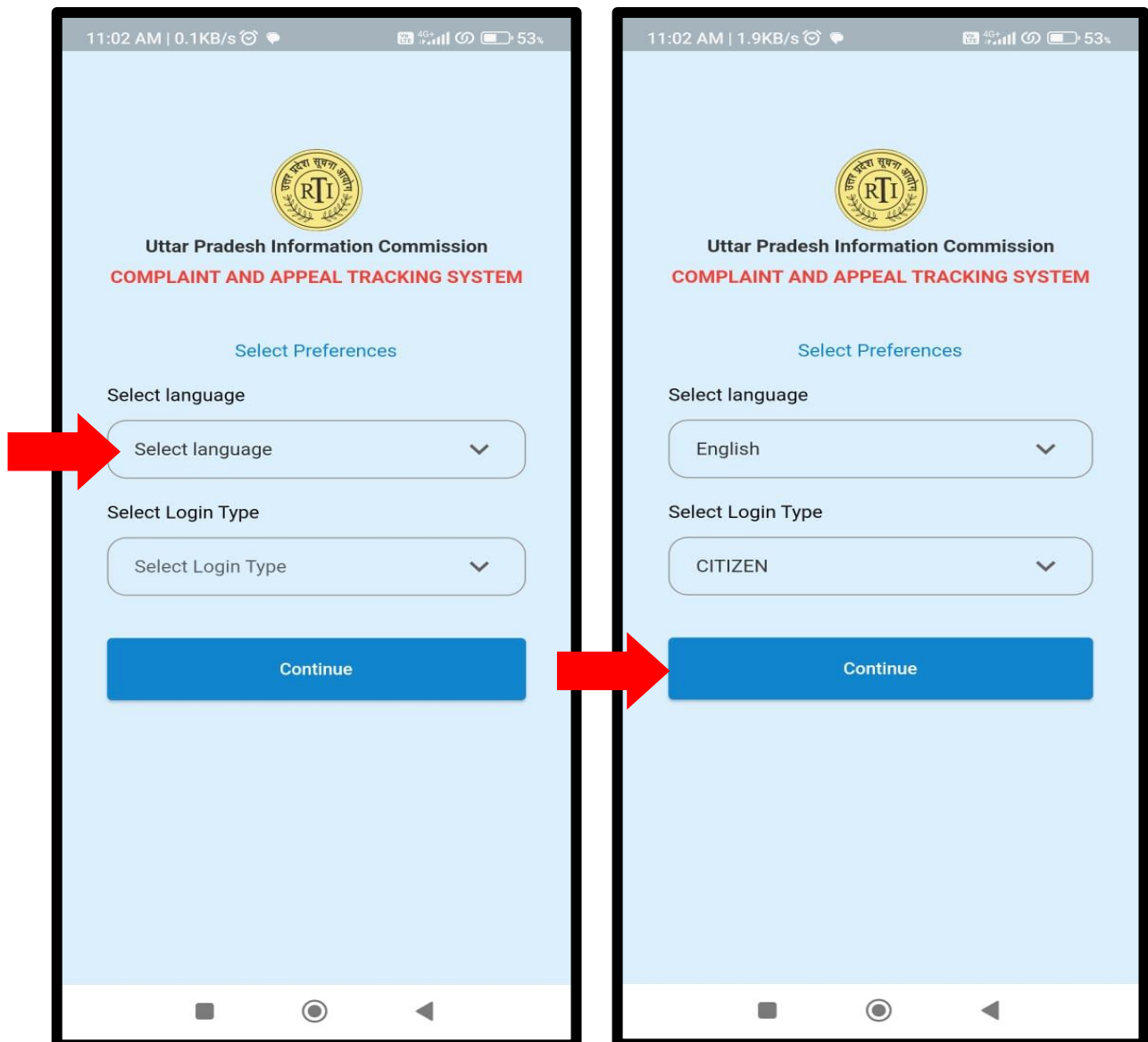
i. Application for physical file inspection

- Online Application
- Upload scanned supporting documents
- Generation of diary number.
- Track online the status of application
- Online Payment of fees

j. **Mobile App** for Citizen for submitting online Complaint/Appeal and various applications.

## 4. SELECT LANGUAGE

Citizens have to select the language in which they wish to proceed. To select, they are required to click on their language of choice in the Dropdown menu of the “**Select Language**”.

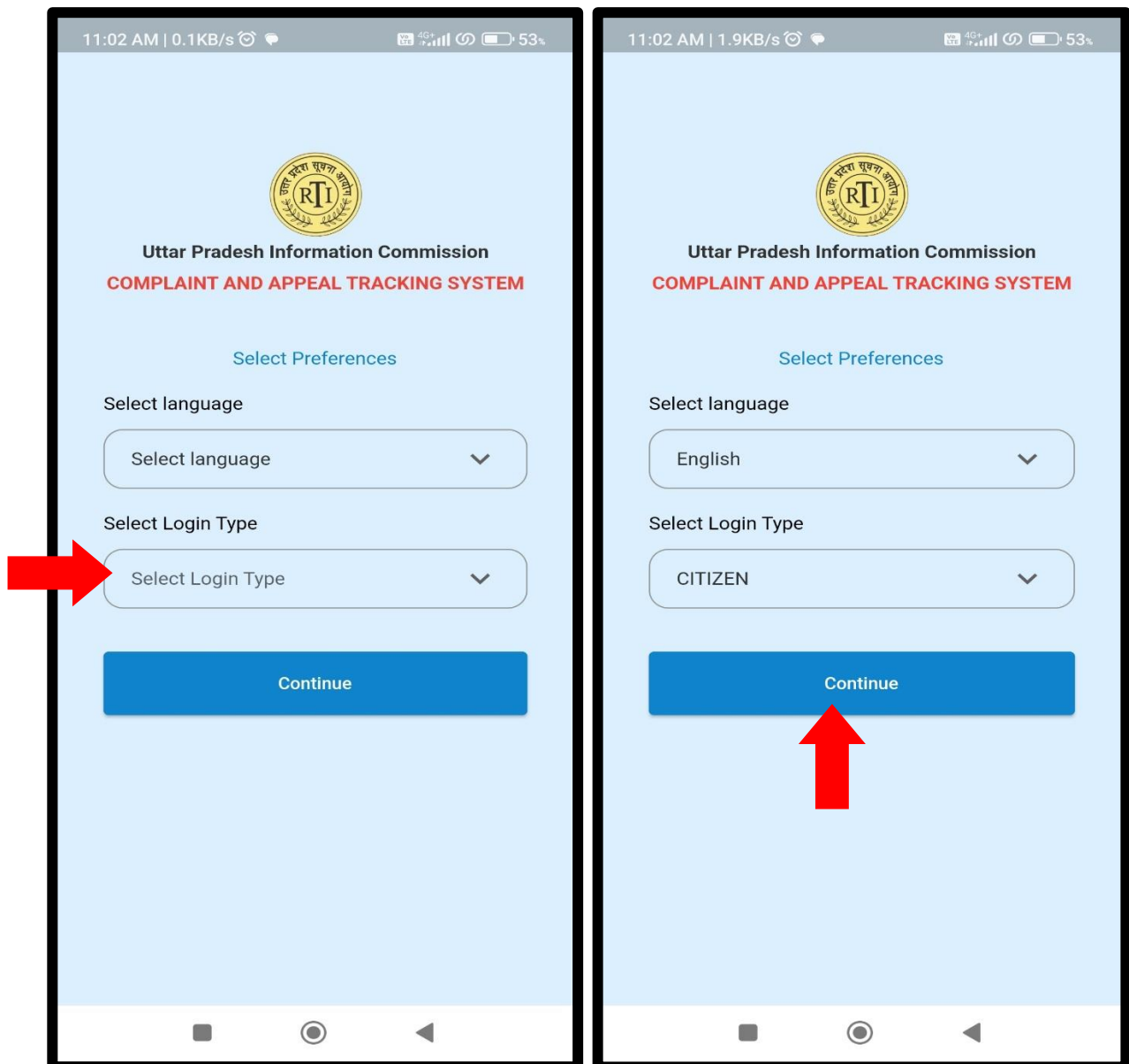


Suppose, a citizen selects Hindi as his/her language of choice, then all the subsequent pages would appear in the Hindi Language.



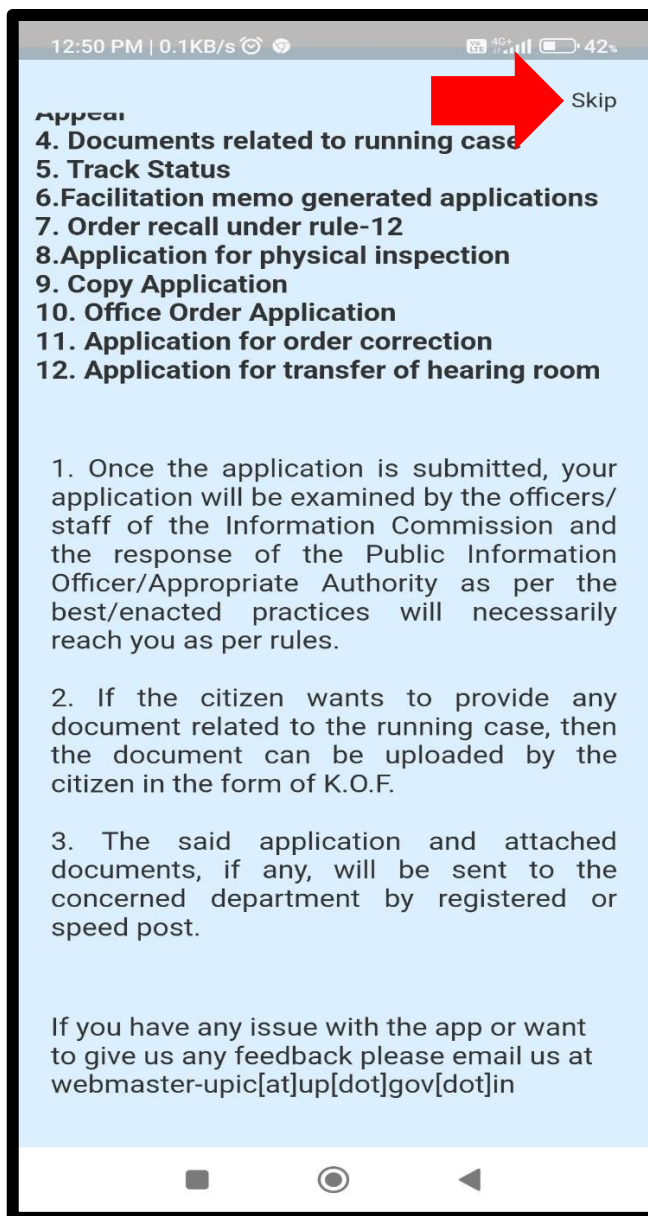
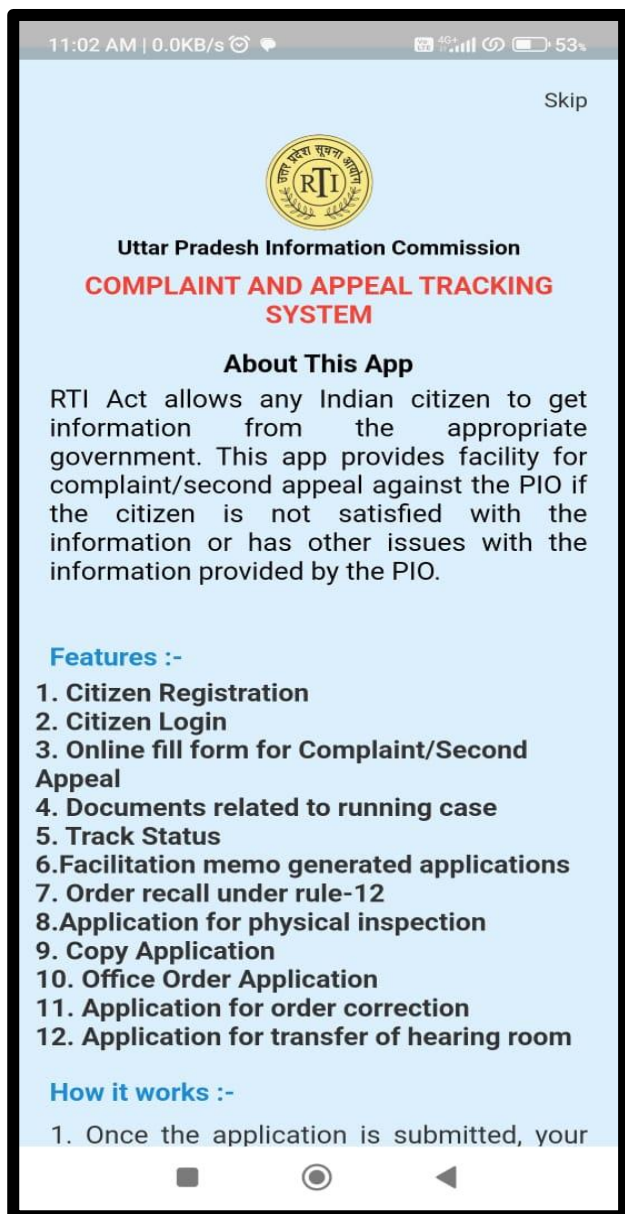
## 5. SELECT LOGIN TYPE

Citizens have to select login type as citizen to proceed. To select, they are required to click on Login Type in the dropdown menu.



## 6. ABOUT

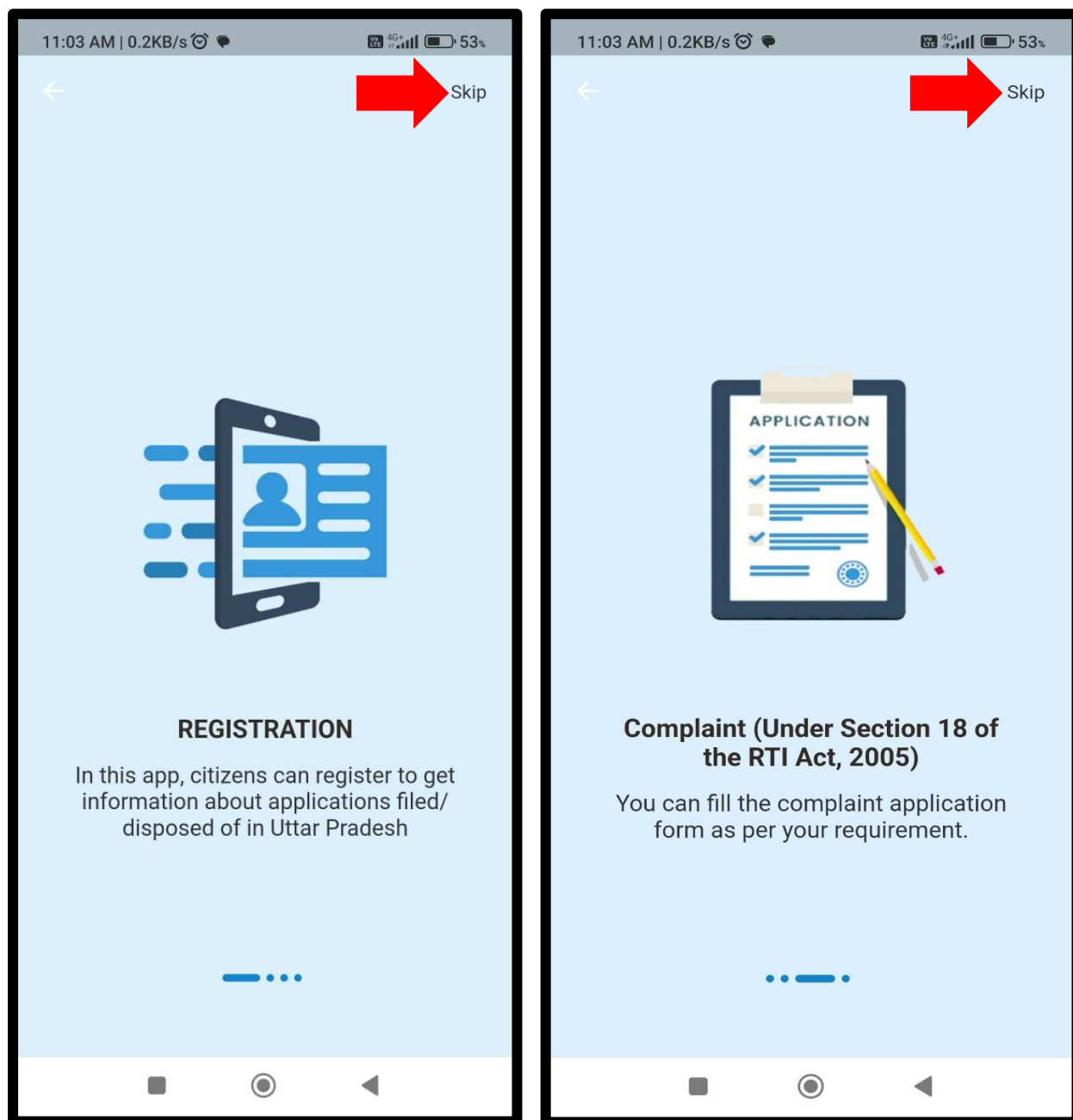
After clicking on 'Continue,' the user will be directed to the About page, where they can find detailed information about the app. Alternatively, they can choose to click on 'Continue' to proceed further.

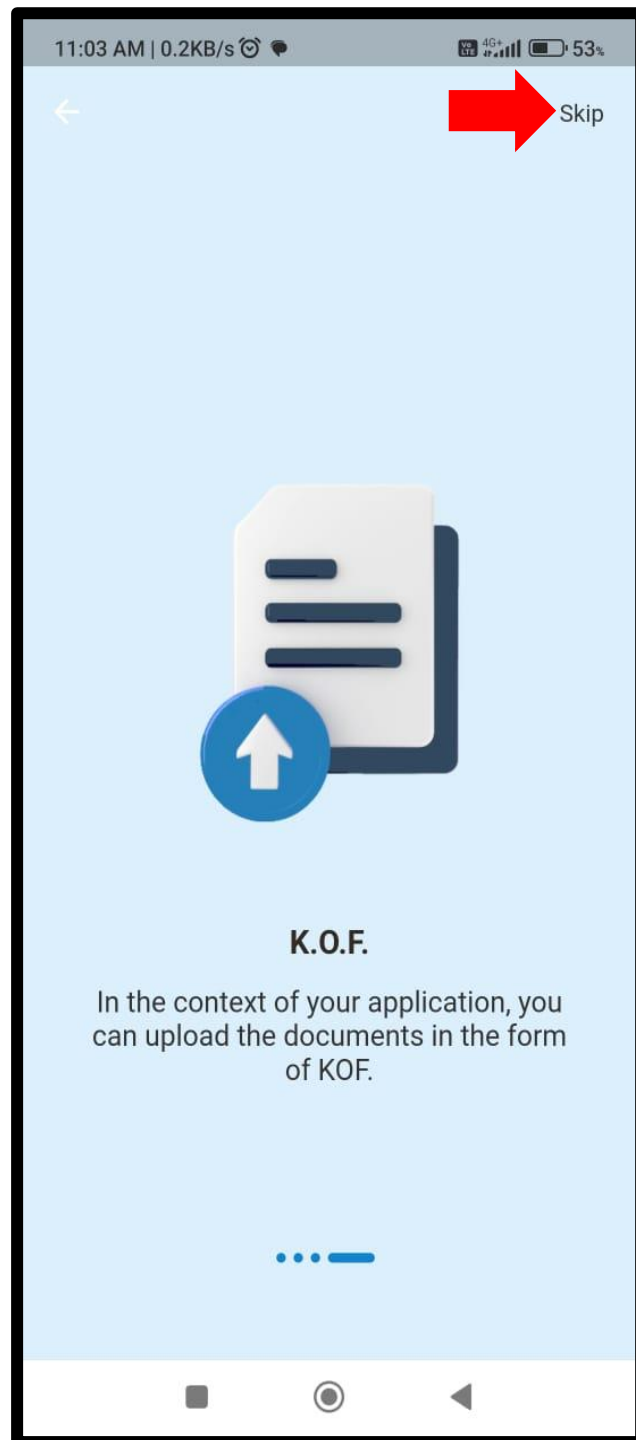
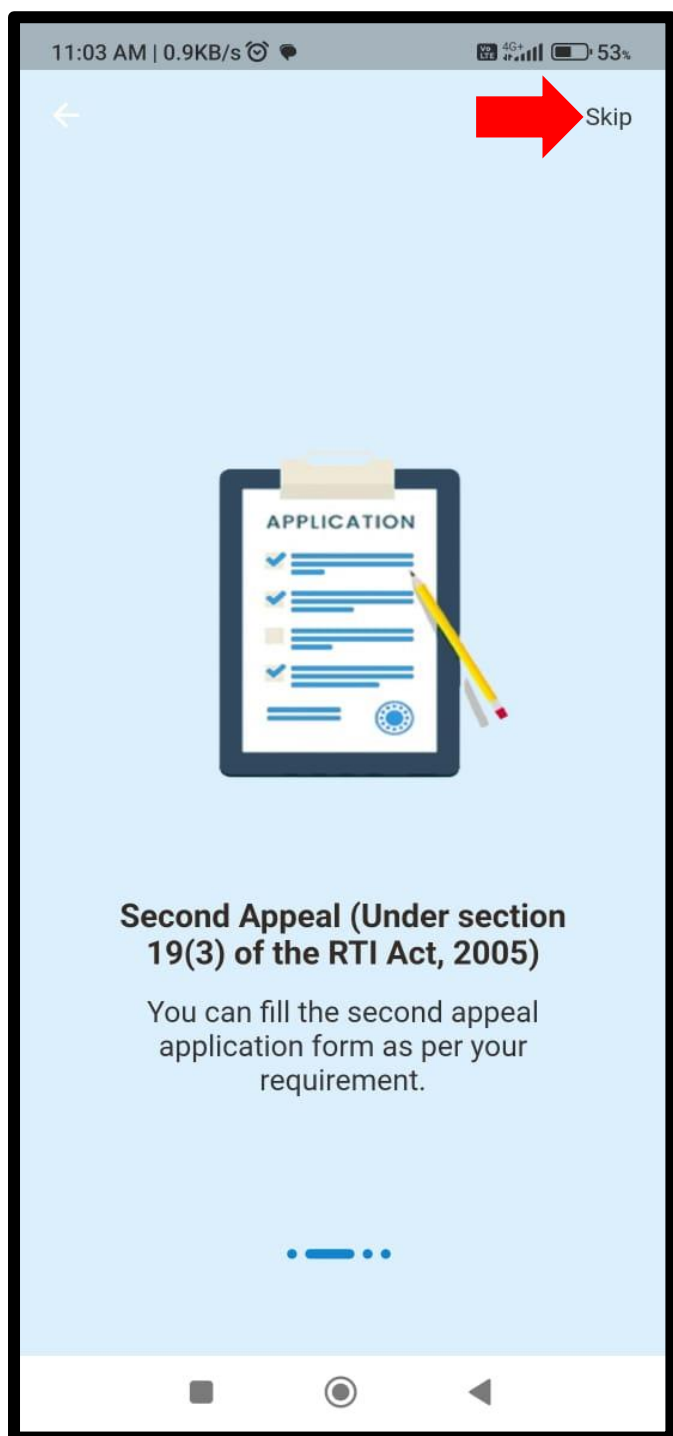


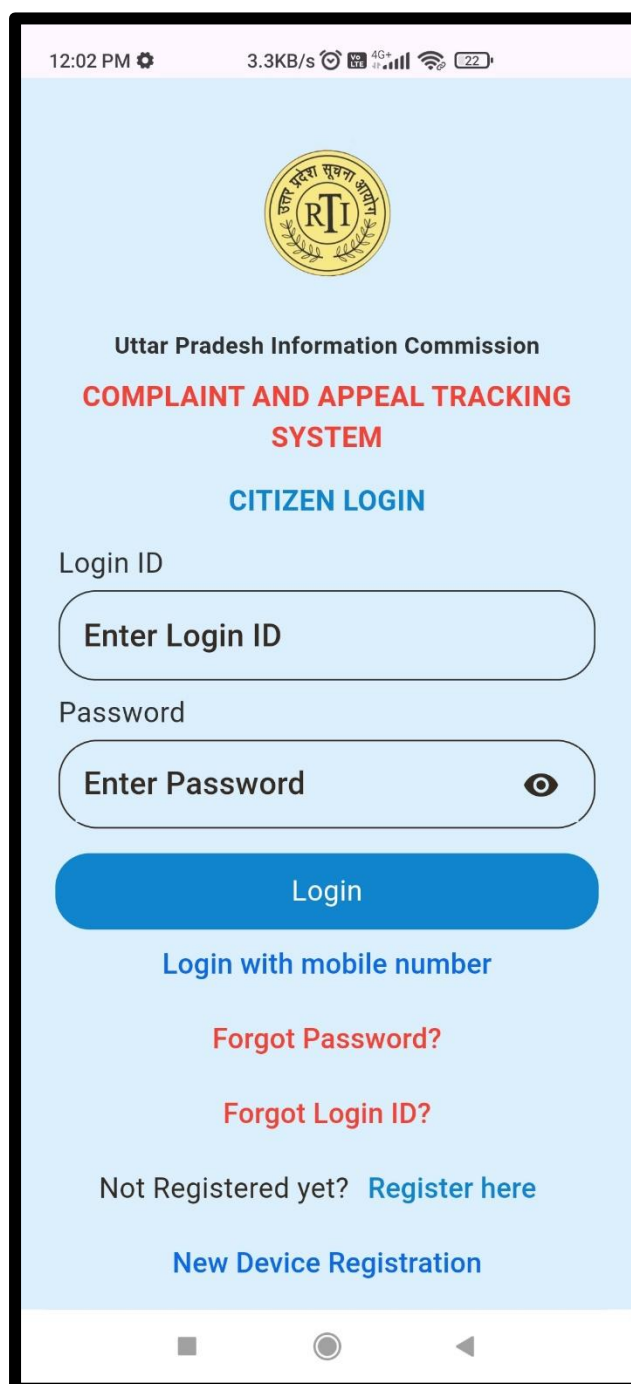
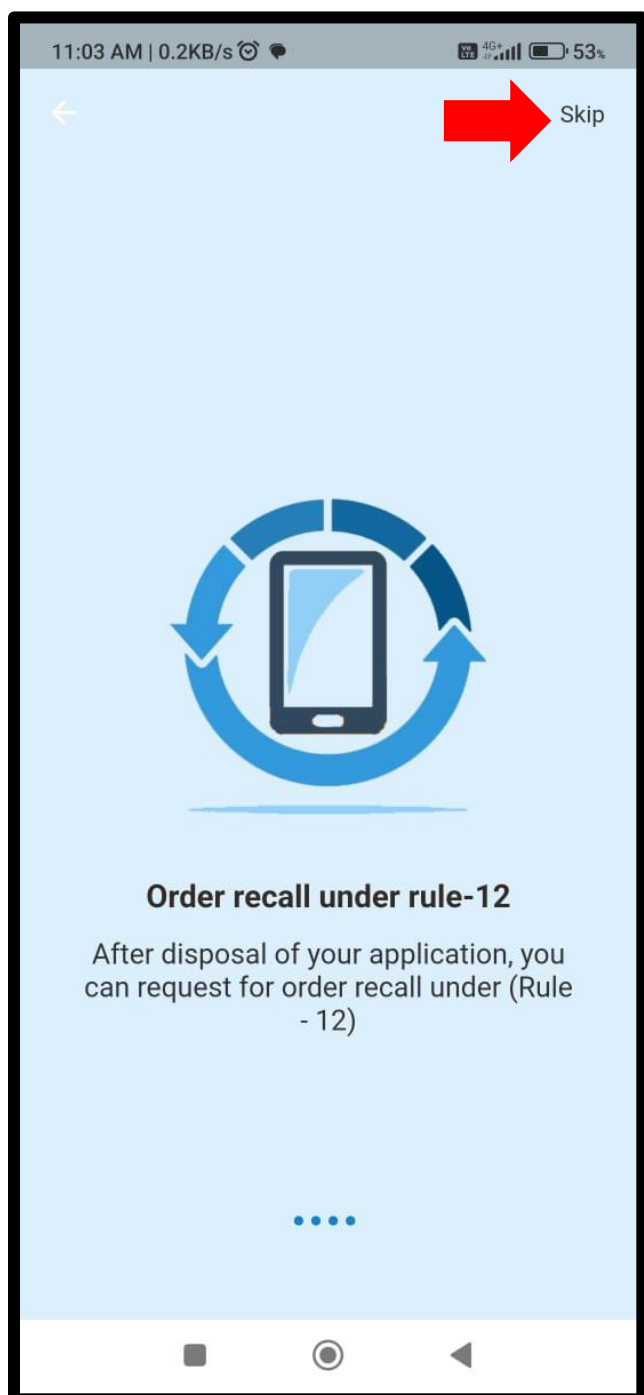
## 7. INTRODUCTION

If any citizen wants to continue with the app, he/she will select the **“Skip”** option available at the top right of the about and other pages.

If any citizen wishes to proceed with the app, they can click the "skip" button, option located at the top right of the about and other pages.

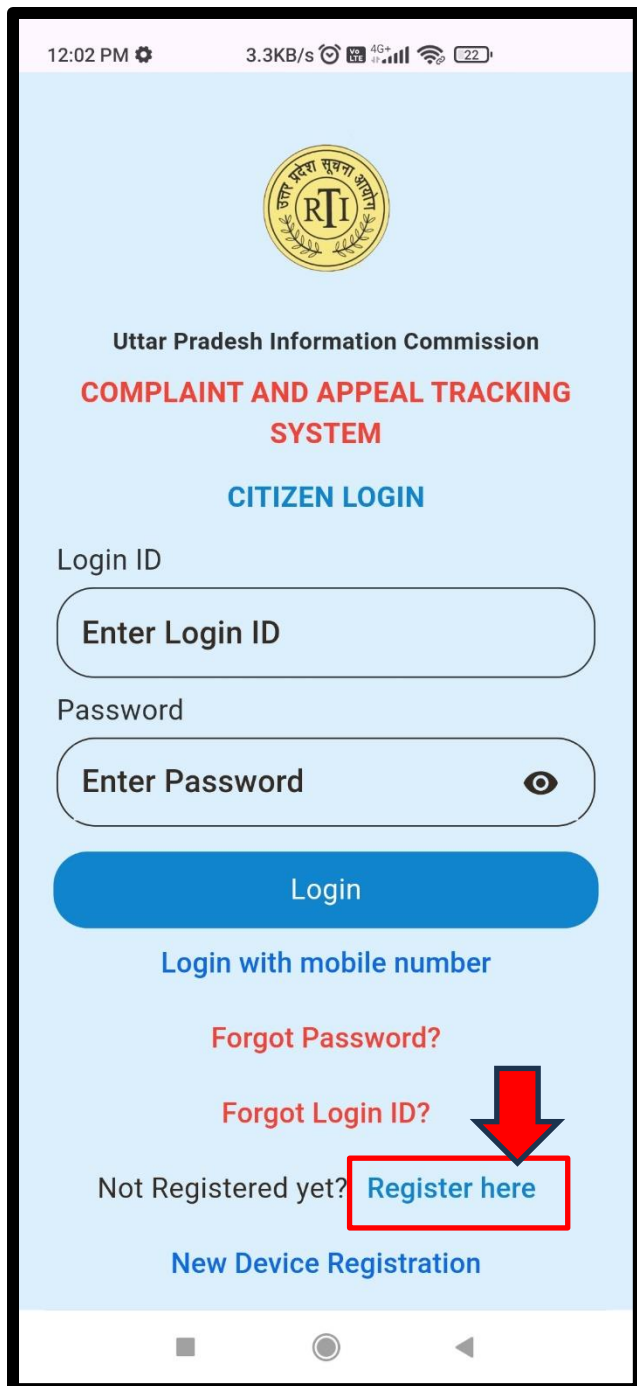







## 8. REGISTRATION

If any citizen wants to register with the portal, he/she will select the “**Register here**” option available on the Login page.



12:02 PM 3.3KB/s 4G+ 22%



Uttar Pradesh Information Commission  
**COMPLAINT AND APPEAL TRACKING SYSTEM**

**CITIZEN LOGIN**

Login ID  
Enter Login ID

Password  
Enter Password

Login

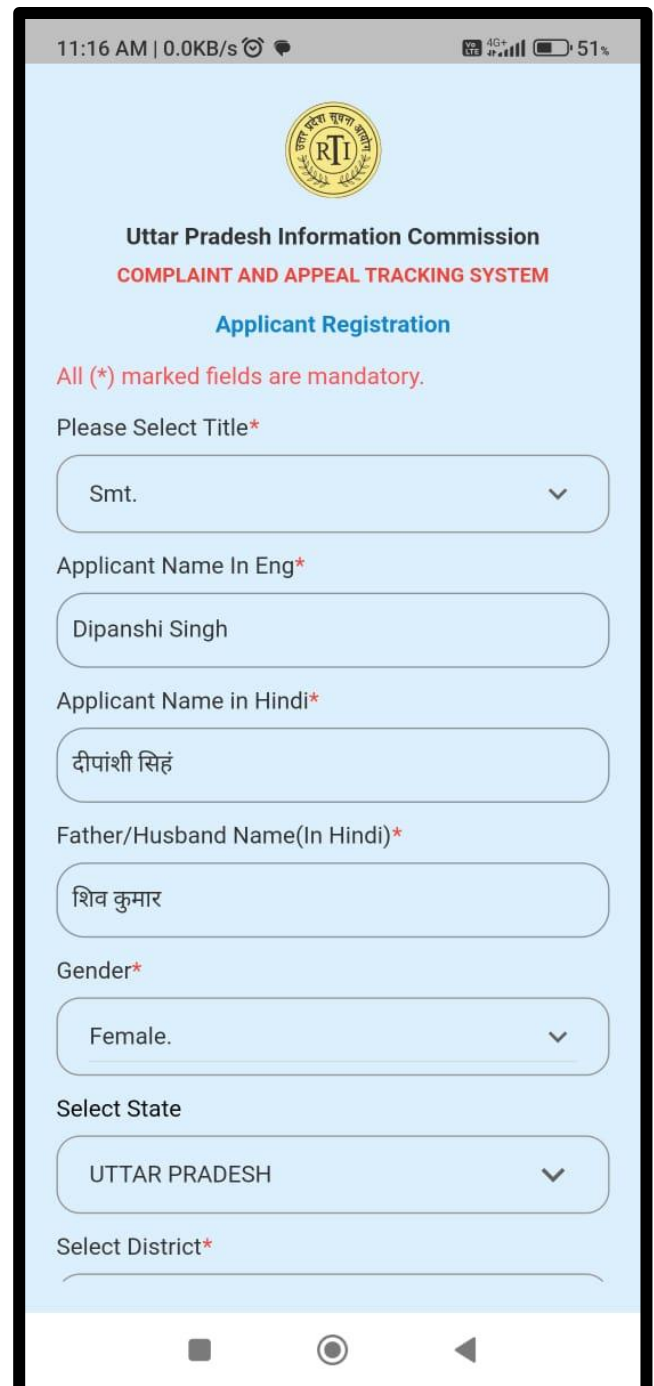
Login with mobile number

Forgot Password?


Forgot Login ID?

Not Registered yet? **Register here**

New Device Registration



11:16 AM | 0.0KB/s 4G+ 51%



Uttar Pradesh Information Commission  
**COMPLAINT AND APPEAL TRACKING SYSTEM**

**Applicant Registration**

All (\*) marked fields are mandatory.

Please Select Title\*

Smt.

Applicant Name In Eng\*

Dipanshi Singh

Applicant Name in Hindi\*

दीपांशी सिंह

Father/Husband Name(In Hindi)\*

शिव कुमार

Gender\*

Female.

Select State

UTTAR PRADESH

Select District\*



For registration, a Citizen requires a unique mobile number and an ID proof. To Proceed; a citizen is required to click on **“Register Here.”**

After clicking on “Register Here”, the registration form will be opened. A Citizen is required to enter the Applicant name in English and Hindi, address, valid mobile number (not registered with the portal before) and valid email id, select and upload the id-proof then click on **“Continue.”**

**Note:** Your password must satisfy the following conditions:

- Password should be min 8 and max 30 character long.
- Password should have at least one alphabet.
- Password should have at least one numeric value.
- Password should have at least one letter in upercase.
- Password should have at least one special characters among (@, #, \$, \_).

The citizen is required to click on **‘Continue’** on confirmation dialog as shown in below screenshot.

11:16 AM | 0.0KB/s | 51%

271504 6/6

Email\*  
singhdipanshi99@gqil.com

Mobile Number\*  
7081370475 10/10

Select ID Proof  
Pan Card

Upload ID Proof  
Only PDF Allowed\*  
rtiact.pdf Choose File

Password\*  
..... 8/30

Confirm Password\*  
..... 8/30

Continue

11:16 AM | 0.0KB/s | 51%

6/6

Email\*  
singhdipanshi99@gqil.com

Mobile Number\*  
7081370475 10/10

Select ID Proof

Do you want to submit registration?

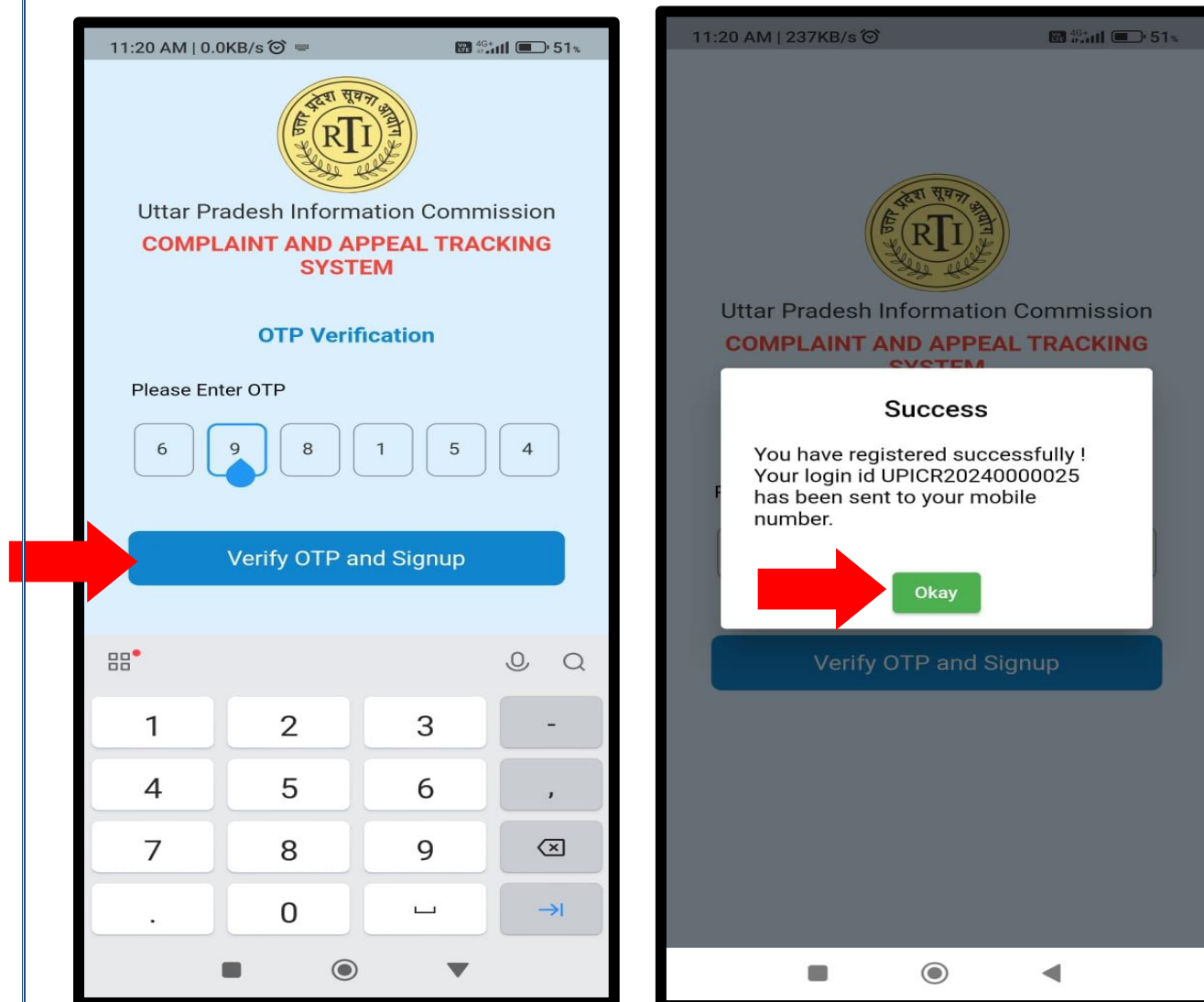
Continue

Continue

Already Registered? [Login here](#)

The citizen is required to enter the OTP received on his/her Mobile number and then click on **“Verify & sign up.”**

The Citizen will receive a unique login id on his/her mobile which he/she can use for Login.






## 9. LOGIN

The citizen is required to enter their unique login ID received at the time of registration, followed by their password. After entering the necessary information, they should click on the "Login" button.

12:02 PM 3.3KB/s



Uttar Pradesh Information Commission

**COMPLAINT AND APPEAL TRACKING SYSTEM**

**CITIZEN LOGIN**

Login ID

Enter Login ID

Password

Enter Password

Login

Login with mobile number

[Forgot Password?](#)

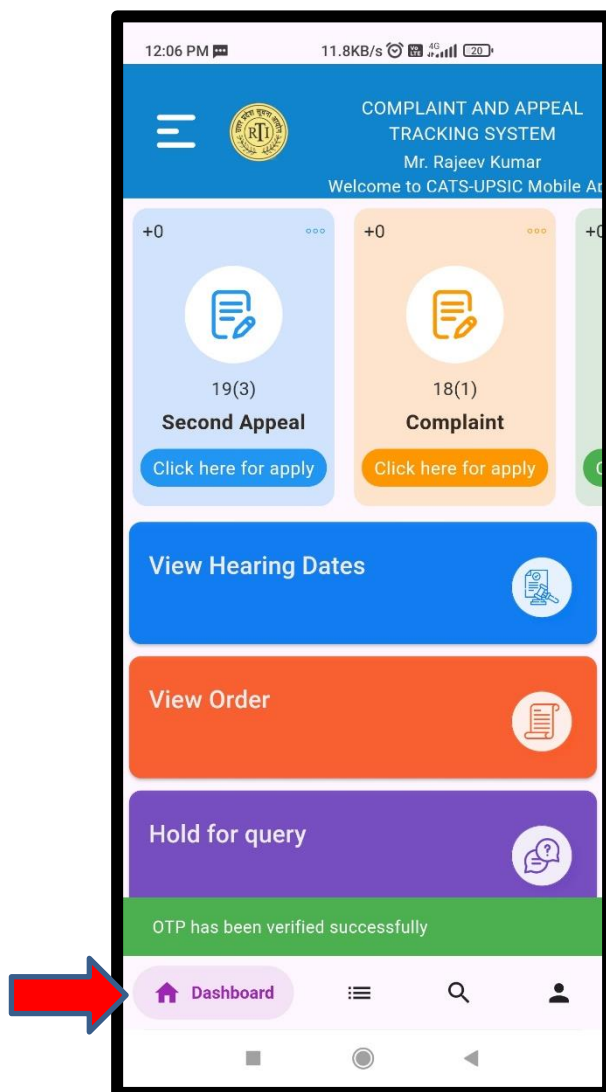
[Forgot Login ID?](#)

Not Registered yet? [Register here](#)

[New Device Registration](#)

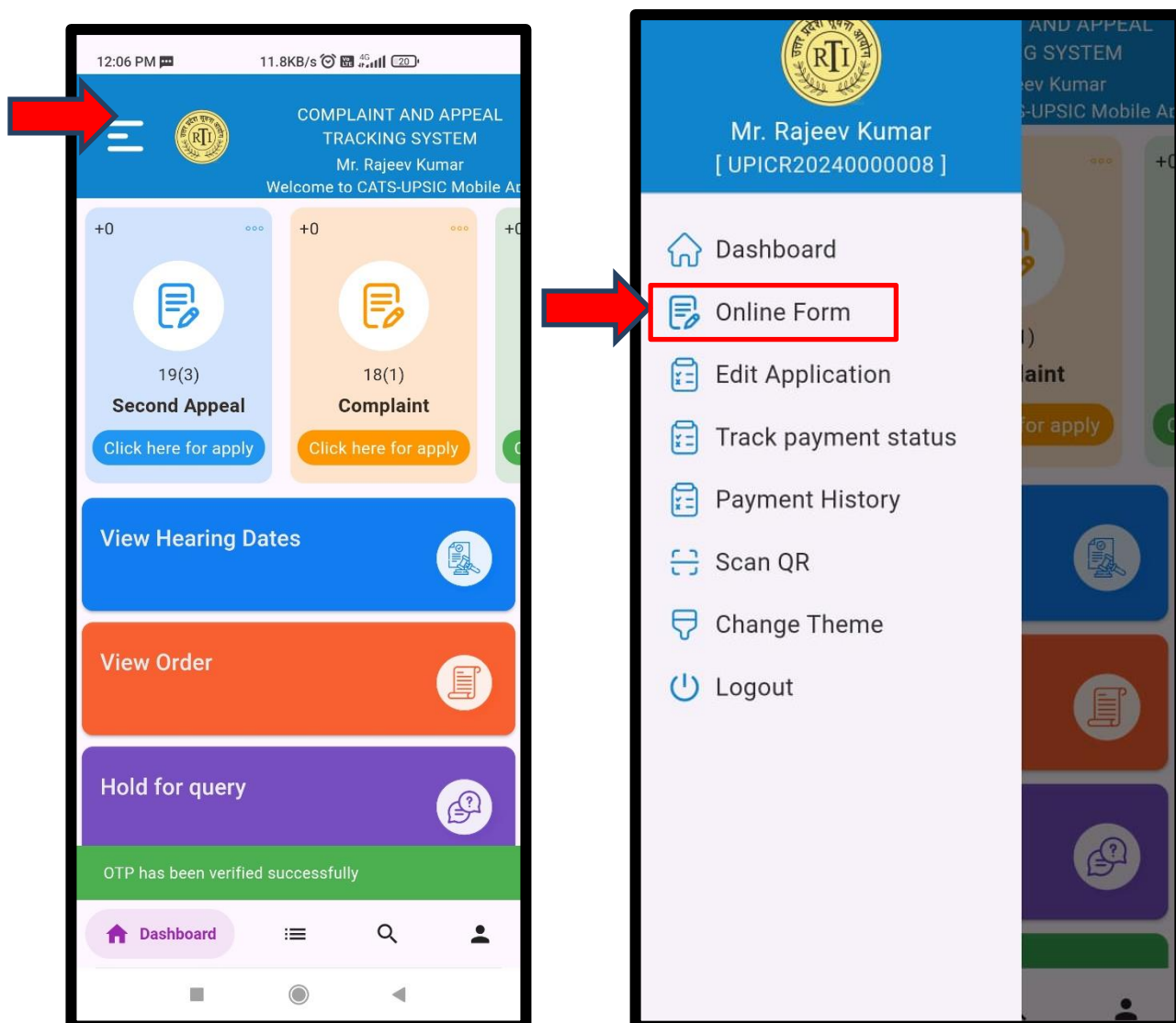
## 10. DASHBOARD

Applicant dashboard page will be opened after clicking the "Login" button.



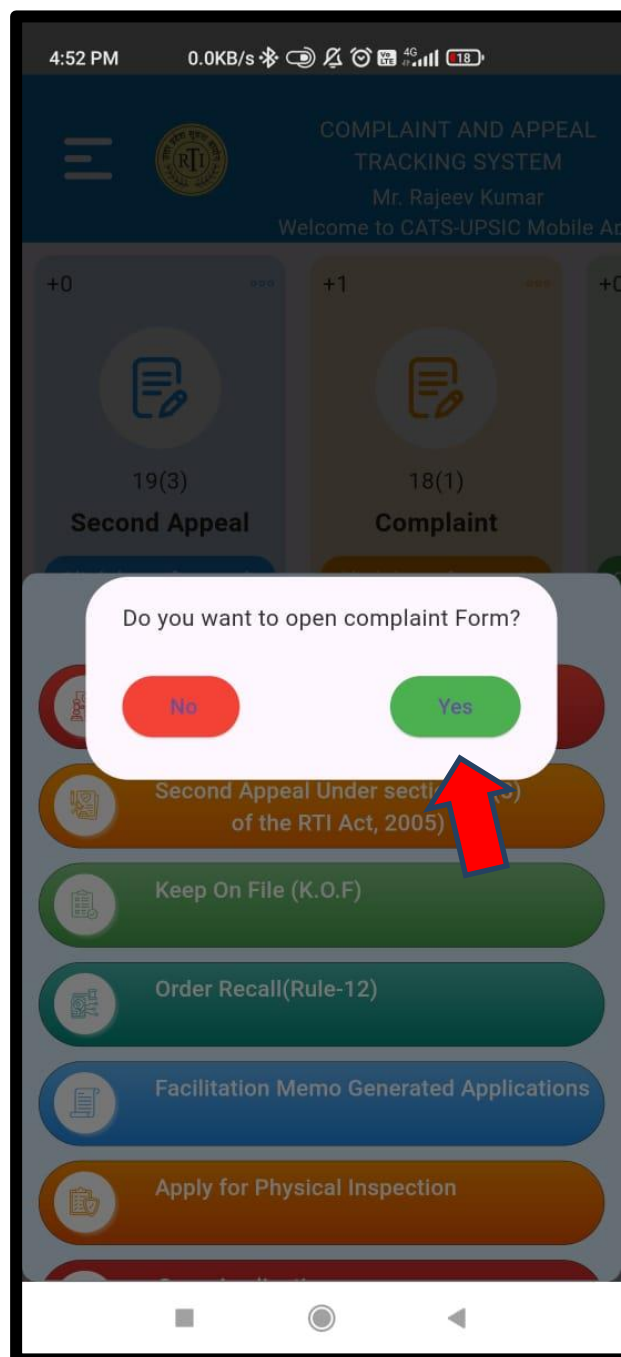
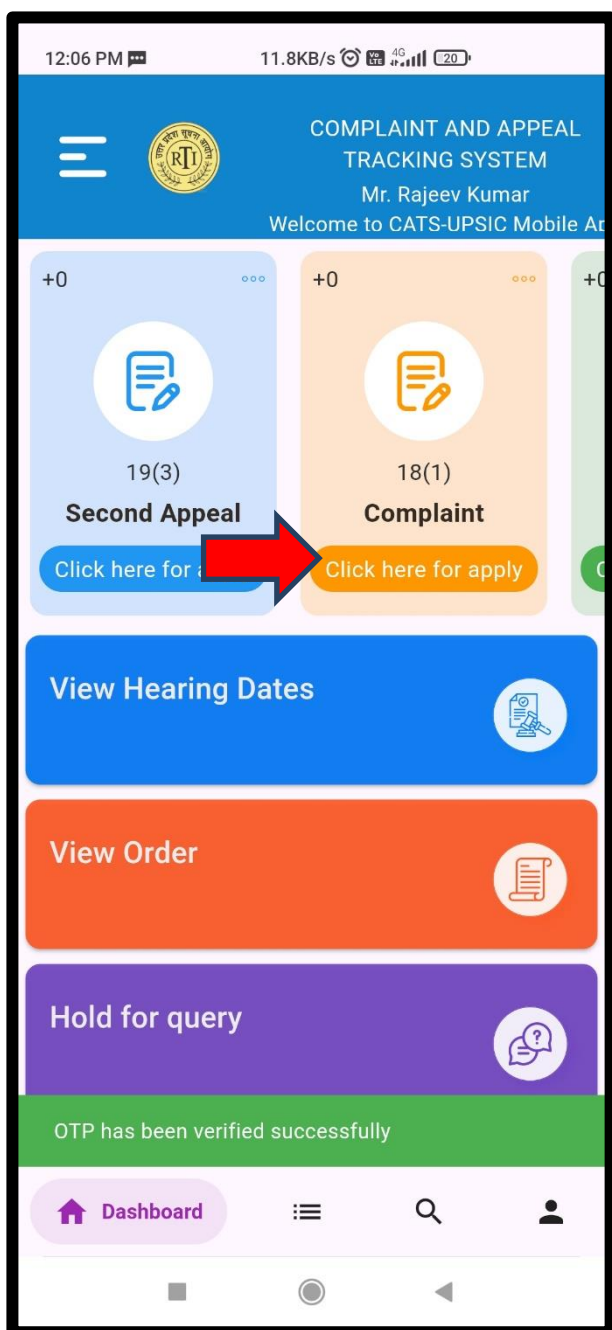
## 11 Online Forms

To complete an online form, applicants should click on the "Online Form" icon located in the sidebar menu. This menu becomes accessible either by clicking on the hamburger icon in the top left corner or by clicking on the options '**Click here for apply**' available at dashboard. Through this process, users can access and fill out a form, such as the complaint, appeal, KOF and other application forms.



### 11.1.1 Request for Online Complaint Application

To fill online complaint application form, the applicant needs to click on the "Complaint" option. After that, a confirmation dialog box will appear. To open the complaint form, the applicant should click on "Yes, open it".



**Note:** Next, the applicant must choose the preferred hearing option, either online or offline. It is imperative to note that the form cannot be submitted without selecting this hearing preference.

After opening the form, the applicant is required to enter all the necessary details and upload all the required documents and then click on the **“Submit”** button.

The image displays two sequential screenshots of a mobile application interface for filing a complaint under Section 18 of the RTI Act, 2005.

**Screenshot 1 (Left):** The screen shows the title "Complaint (Under Section 18 of the RTI Act, 2005)" and a section titled "Read the following instructions before filling up the form:". The instructions are:

1. Fill in all the fields that are marked as required (\*)
2. File types allowed for upload need to be in PDF format.
3. The maximum file size allowed for upload is 2MB.
4. Once the form is submitted, an unique Registration number will be generated which can be used for future references.
5. No hard copy is required after online submission.

At the bottom, there is a blue bar with a white "Continue" button. A red arrow points from the "Continue" button to the "Next" button in the second screenshot.

**Screenshot 2 (Right):** The screen shows the "Select Hearing Option" section with a dropdown menu for "Hearing mode\*" set to "Offline (present in person)". Below this is the "Complainant's Particulars" section with the following details:

- Name: मनप्रीत कौर
- Gender: Female
- State: UTTAR PRADESH
- District: AGRA
- Tahsil: आगरा
- City/Village: आगरा
- Pincode: 282001
- Mobile Number: 7060516100
- Email: mankaur6561@gmail.com

At the bottom, there are two buttons: "Previous" and "Next". A red arrow points from the "Next" button to the "Next" button in the second screenshot.

10:34 AM 39.0KB/s 4G+

< Complaint (Under Section 18 of the RTI Act, 2005)

**Action Taken by Public Information Officer(PIO)**

Action Taken by Public Information Officer(PIO)\*

Answer incomplete/unsatisfactory/false/misleading etc. ▾

Select Department\*

ENERGY DEPARTMENT ▾

Pio Location\*

Division ▾

Division\*

Agra ▾

Office\*

Energy Department , Agra Division ▾

Please select PIO\*

Other ▾

Previous Next

10:35 AM 6.6KB/s 4G+

< Complaint (Under Section 18 of the RTI Act, 2005)

**Details of Request for obtaining information under section 6(1) of RTI Act, 2005**

Mode of RTI under section 6(1)\*

☒ Online ☐ Offline

Section 6(1) Application No\*

AEARD/R/2020/60003 ✓

Date of RTI application under section 6(1)\*

27/02/2020

Section 6(1) Transaction ID\*

AEARDR20200000000004

Copy of RTI application under section 6(1)\*

[View section 6\(1\) Application](#) 📄

Date Of Order

12/04/2021 [Select Date](#)

Copy of Order  
(Upload DNE only and allowed size 2MB)

Previous Next

10:36 AM 36.5KB/s

< Complaint (Under Section 18 of the RTI Act, 2005)

Please Enter valid details of Public Information Officer for official correspondence

Address\*  
PIO-Energy Department , Agra Division

Pincode\*  
885822

Name\*  
pio

Mobile Number\*  
8555855686

Email\*  
test@gmail.com

**Details of First Appeal**

Grounds of first appeal application\*  
Not providing Information in Stipulated Time

Previous Next

10:36 AM 2.7KB/s

< Complaint (Under Section 18 of the RTI Act, 2005)

**Details of First Appeal**

Grounds of first appeal application\*  
Not providing Information in Stipulated Time

First Appeal Filed on (Date)  
28/04/2020

Copy of First Appeal  
View first appeal Application

**Nature of Response of FAA**

Response of First Appellate Authority (FAA)  
Answer unsatisfactory/false/misleading etc.

Date Of Order  
29/04/2020 Select Date

Reason for late in application\*  
no

Copy of Order  
(Upload PDF only and allowed size 2MB)

Previous Next

After clicking on the "Submit" button, Citizen will receive a unique "application registration number" on their registered mobile number.

10:37 AM 116KB/s 4G+ 36%

< Complaint (Under Section 18 of the RTI Act, 2005)

Relief sought under Section 18 (Complaint) of the RTI Act, 2005 (In Hindi) \*

सूचना

Declaration

☒ I hereby state that the information and particulars given above are true to the best of my knowledge and belief. I also declare that this matter is not previously filed with this commission nor is pending with any Court or tribunal or authority.

Previous Next

10:38 AM 22.0KB/s 4G+ 36%

< Complaint (Under Section 18 of the RTI Act, 2005)

Relief sought under Section 18 (Complaint) of the RTI Act, 2005 (In Hindi) \*

सूचना

Declaration

☒ I hereby state that the information and particulars given above are true to the best of my knowledge and belief. I also declare that this matter is not previously filed with this commission nor is pending with any Court or tribunal or authority.

Confirmation

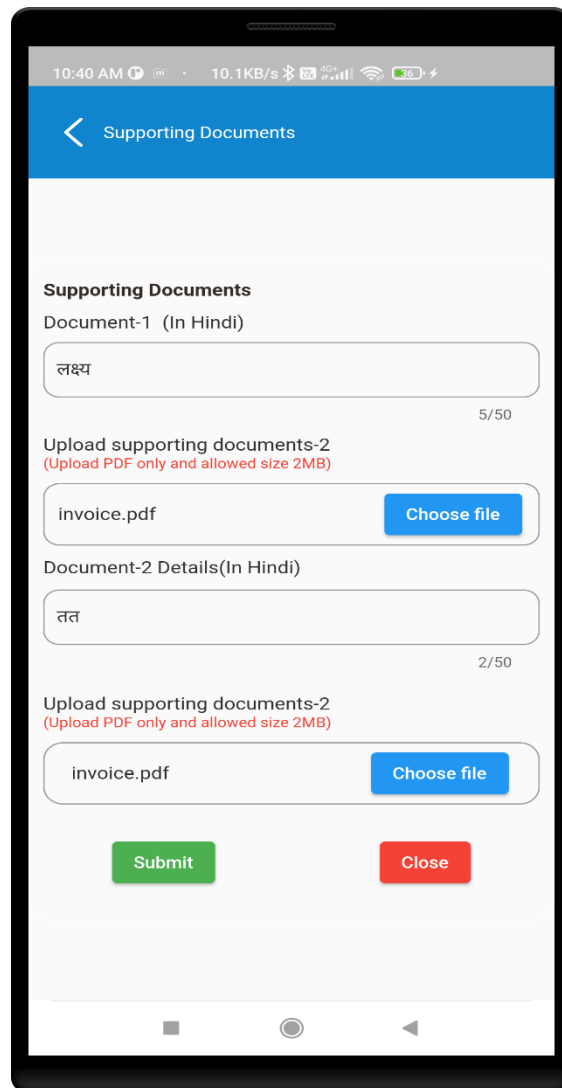
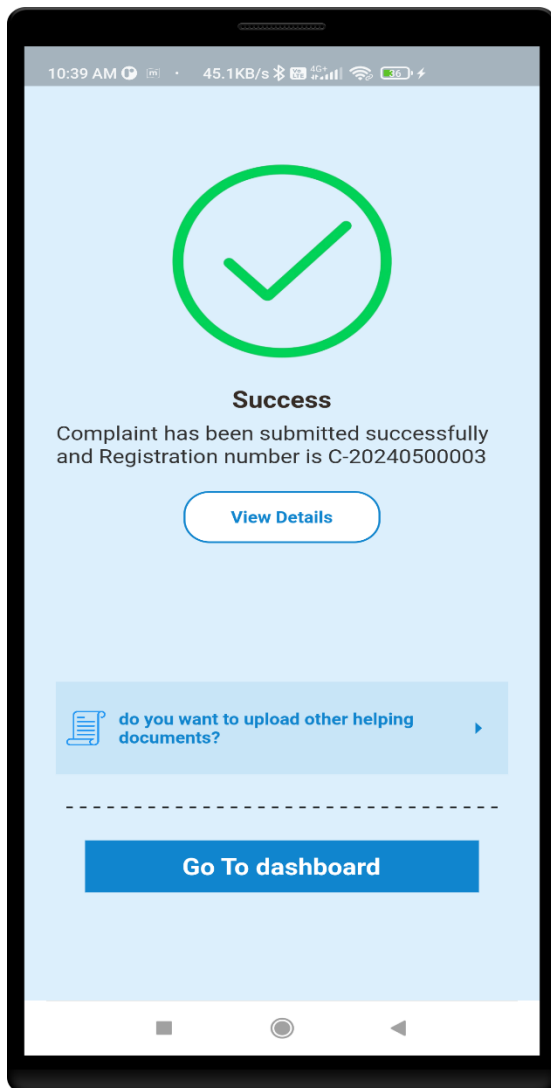
Are you sure, want to submit Complaint?

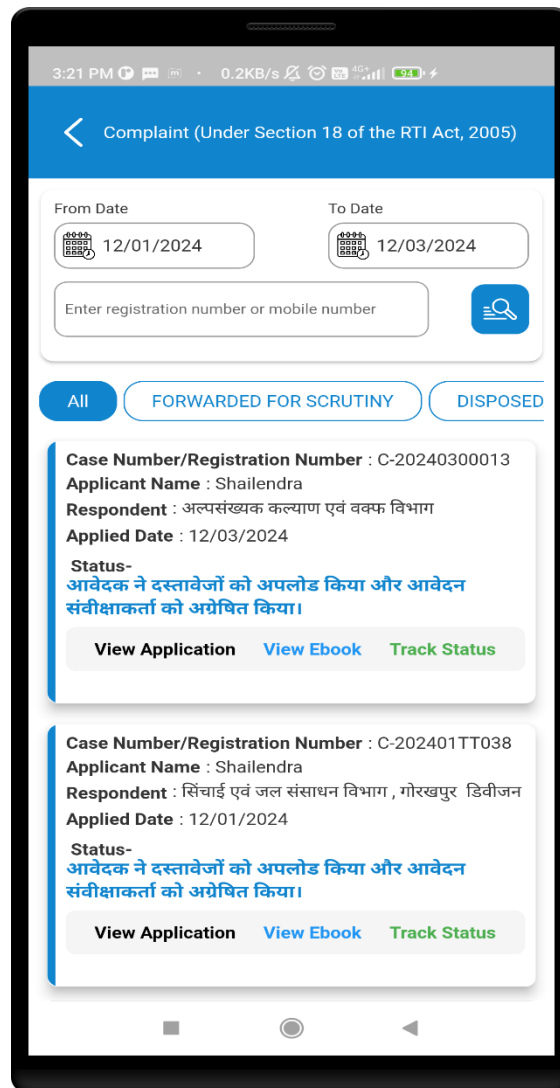
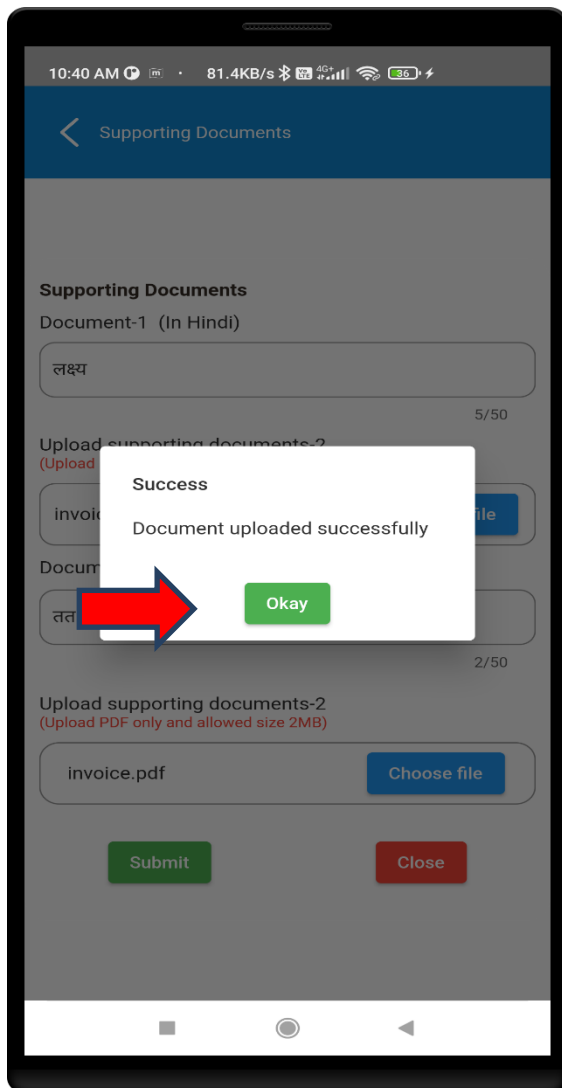
No Submit

Previous Next

After this, the applicant can view the list of filled complaint applications by clicking on the "complaint" button.

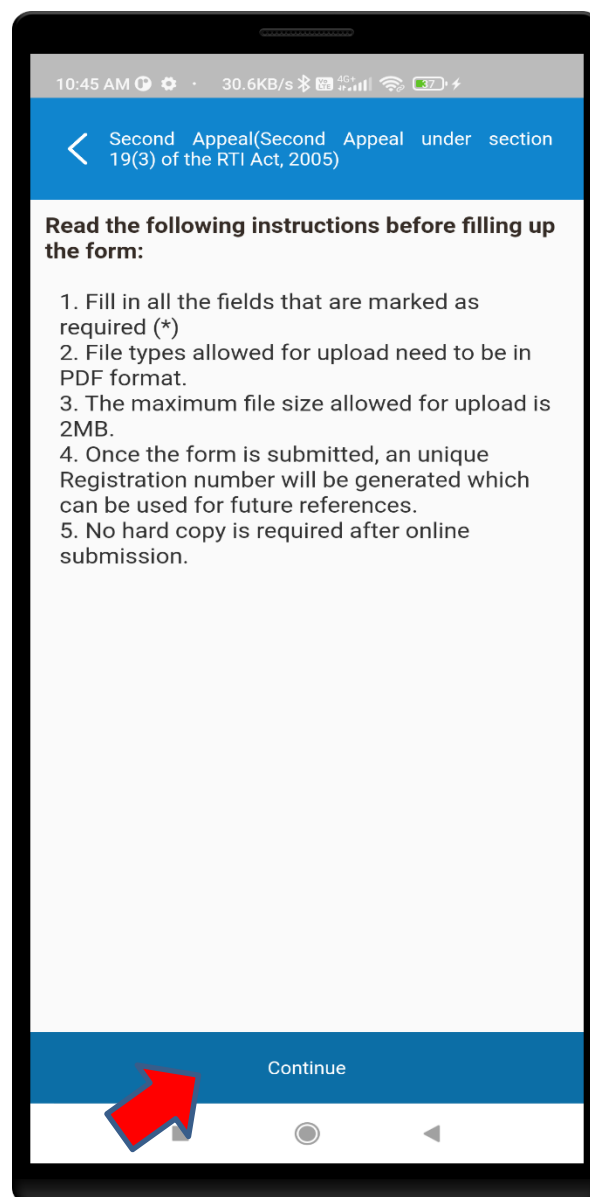
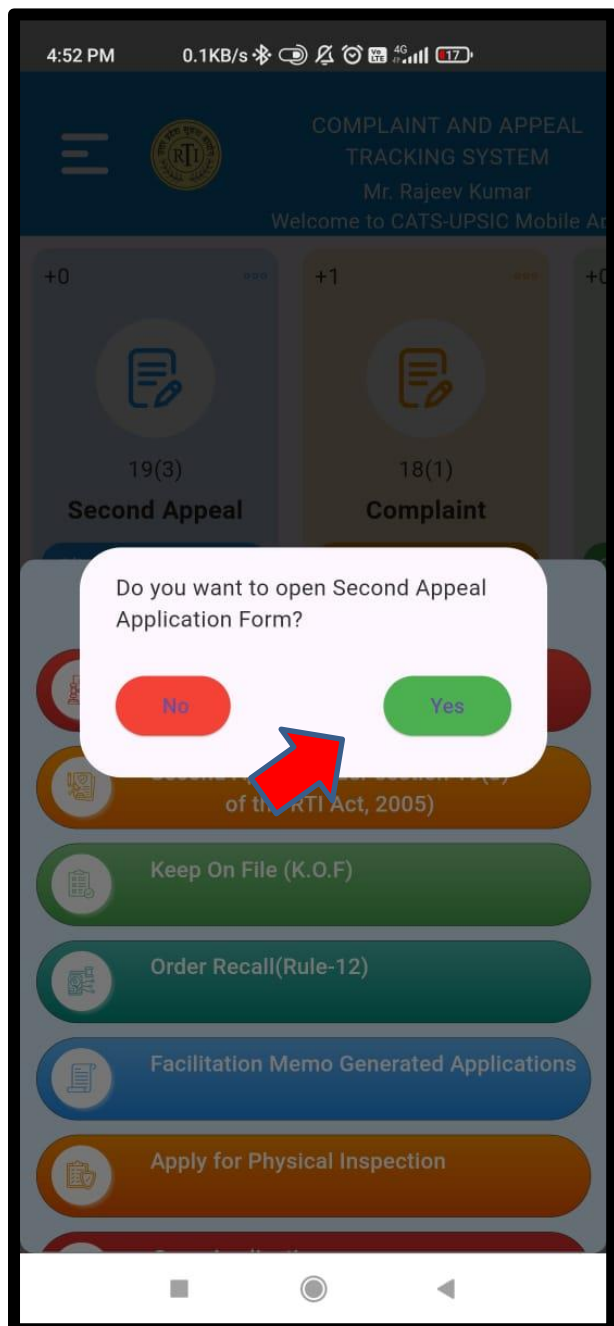






### 11.1.2. Request for Second Appeal Application

To fill online second appeal form, the applicant needs to click on the "Second Appeal" radio button. After that, a confirmation dialog box will appear. To open the Second Appeal form, the applicant should click on "Yes, open it".



**Note:** Next, the applicant must choose the preferred hearing option, either online or offline. It is imperative to note that the form cannot be submitted without selecting this hearing preference.

After opening the form, the applicant is required to enter all the necessary details and upload all the required documents and then click on the “**Submit**” button.

10:45 AM 8.9KB/s 4G+ 100% 10:45 AM 29.3KB/s 4G+ 100%

< Second Appeal(Second Appeal under section 19(3) of the RTI Act, 2005)

**Select Hearing Option**

Hearing mode\*

Offline (present in person) ▾

**Applicant's Details**

Name मनप्रीत कौर

Gender Female

State UTTAR PRADESH

District AGRA

Tahsil आगरा

City/Village आगरा

Pincode 282001

Mobile Number 7060516100

Email mankaur6561@gmail.com

Previous Next

**Department Details**

Select Department\*

ENERGY DEPARTMENT ▾

Pio Location\*

Governance ▾

Office\*

ENERGY DEPARTMENT ▾

Please select PIO\*

Other ▾

**Details of Request for obtaining information under section 6(1) of RTI Act, 2005**

Mode of RTI under section 6(1)\*

☐ Online ☒ Offline

☒ 6(1) Application Number is not available ?

Section 6(1) Application No\*

Previous Next

**Second Appeal(Second Appeal under section 19(3) of the RTI Act, 2005)**

Date of RTI application under section 6(1)\*  
22/03/2024 Select Date

Copy of RTI application under section 6(1)\*  
(Upload PDF only and allowed size 2MB)  
invoice.pdf Choose file

Is the Applicant below poverty line?\*

No

Postal Order No/Note No.\*  
drfrg

Action Taken by Public Information Officer(PIO)  
Answer of P.I.O.\*  
Not providing Information in Stipulated Time

Please Enter valid details of Public Information Officer for official correspondence

Address\*  
PIO-ENERGY DEPARTMENT

Pincode\*  
538282

Name\*  
test

Mobile Number\*  
9858868556

Email\*  
test@gmail.com

Previous Next

1:36 PM 99.1KB/s 4G 95%

← PDF Viewer

ऑनलाइन आरटीआई अनुरोध फॉर्म विवरण

वन सूचनाधिकारी का विवरण :-	
लोक माधिकारी	कृषि शिक्षा और अनुसंधान विभाग
आरटीआई अपीलक का व्यक्तिगत विवरण :-	
पंजीकरण संख्या	AEARD/R/2020/60003
प्रादिकार की तारीख	27/02/2020
नाम	SHASHANK PAL
सिंग	पुरुष
पता	PFCCL SITE OFFICE II FLOOR VIVEK VIHAR CHETAKPURI
जिला	विवरण प्रदान नहीं किया गया
पिन कोड	474002
राज्य	Madhya Pradesh
शैक्षिक स्थिति	शिक्षित(माध्यम)
दूरभाष संख्या	विवरण प्रदान नहीं किया गया
मोबाईल नम्बर	+91-7987800965
ईमेल आईडी	suryavanshishashank297[at]gmail[dot]com
नागरिकता	भारतीय
क्या अपीलक गरीबी रेखा से नीचे का है ?	नहीं
सीपीएल कार्ड नंबर (सीपीएल का सबूत एक अनुमति के रूप में प्रदान किया जा सकता है)	विवरण प्रदान नहीं किया गया
जारी करने का वर्ष	
जारी करने वाला अधिकारी	विवरण प्रदान नहीं किया गया
RTI अपीलक का विवरण u/s 6(1) :-	
जानकारी का विवरण मांगा	महोदय आर के माध्यम से मुझे ये सूचना प्राप्त करनी है जिसमें किसी भी कृषि विज्ञान जो जो उत्तर प्रदेश सरकार के अधिनियम है उसमें कुछ स अप की की नहीं प्रक्रिया में मंत्री प्रक्रिया का प्रयोग अपीलक सेवा सुका किया हुआ व्यक्ति का रखा जाता है, अगर रखा जाता है तो उसका आयामदेख उसमें क्या कार्य करे कुता अगर ये अप के विभाग से सम्बन्धित नहीं है तो सम्बन्धित विभाग का विवरण का उसकी एक प्रति मुझे एक सुदृष्ट के तहत 4 (3) के तहत एक प्रति मुझे भी देने की कृपा करें
Application Print: 12-03-2024 - 1	
संबन्धित टीआईओ	Nodal Officer
पदनाम	Nodal Officer

10:49 AM 24.2KB/s 4G 37%

← Second Appeal(Second Appeal under section 19(3) of the RTI Act, 2005)

22/04/2024 Select Date

Copy of Order\*

invoice.pdf Choose file

Please Enter valid details of First Appellate Authority for official correspondence

Address\*

FAA-ENERGY DEPARTMENT

Pincode\*

586828

Name\*

vgvtv

Mobile Number\*

2888282825

Email\*

vgv@gmail.vcom

Previous Next

10:50 AM 8.1KB/s 4G+ 67%

< Second Appeal(Second Appeal under section 19(3) of the RTI Act, 2005)

Scanned copy of signed Second Appeal\*  
(Upload PDF only and allowed size 2MB)

invoice.pdf Choose file

**Remarks**  
Relief sought under Section 18 (Complaint) of the RTI Act, 2005(In Hindi) \*

सूचना

**Declaration**  
I hereby state that the information and particulars given above are true to the best of my knowledge and belief. I also declare that this matter is not previously filed with this commission nor is pending with any Court or tribunal or authority.

☒

Previous Next

10:50 AM 6.1KB/s 4G+ 67%

< Second Appeal(Second Appeal under section 19(3) of the RTI Act, 2005)

Scanned copy of signed Second Appeal\*  
(Upload PDF only and allowed size 2MB)

invoice.pdf Choose file

**Remarks**  
Relief sought under Section 18 (Complaint) of the RTI Act, 2005(In Hindi) \*

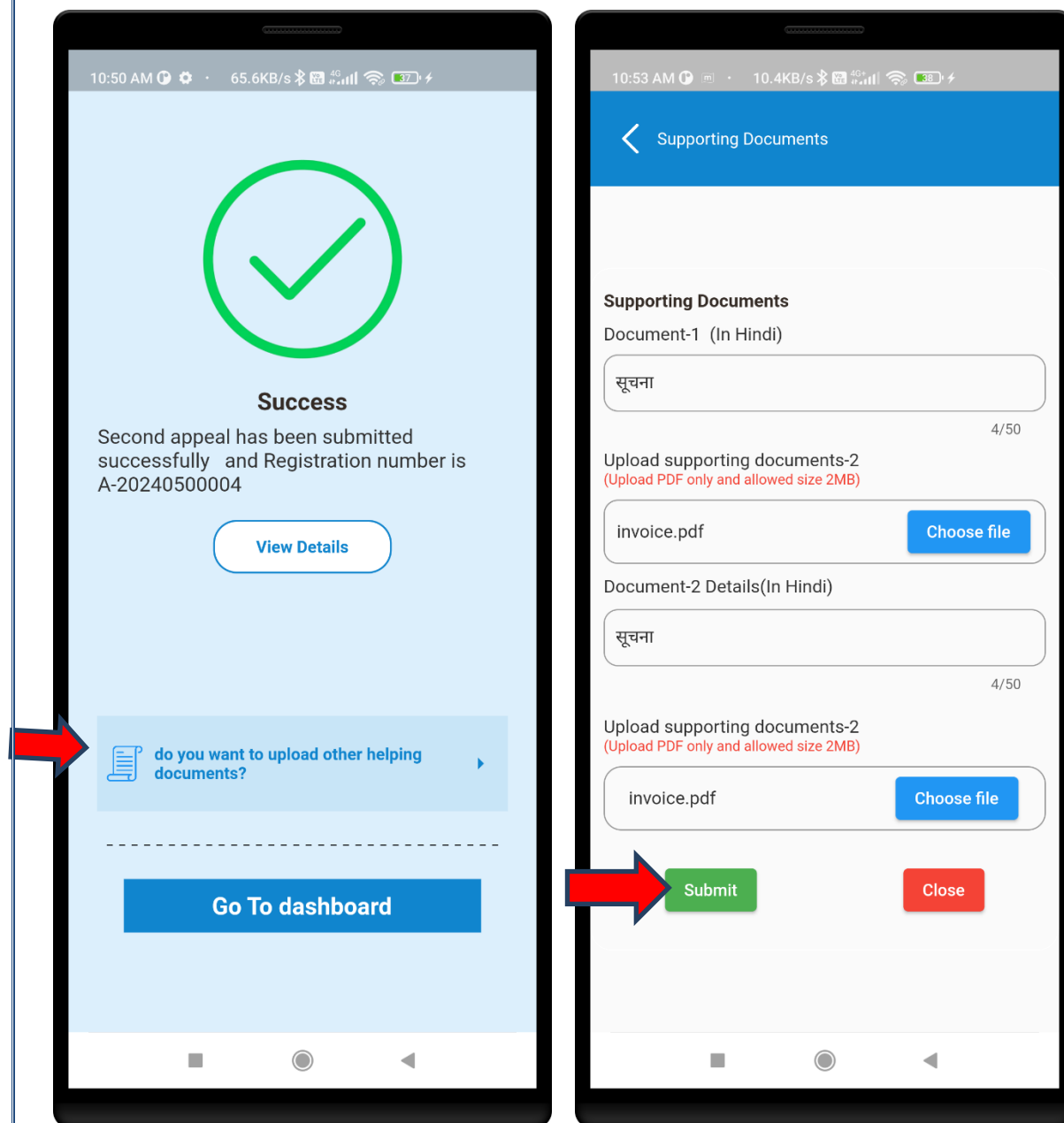
सूचना

**Confirmation**  
Are you sure, want to submit Appeal?

No Submit

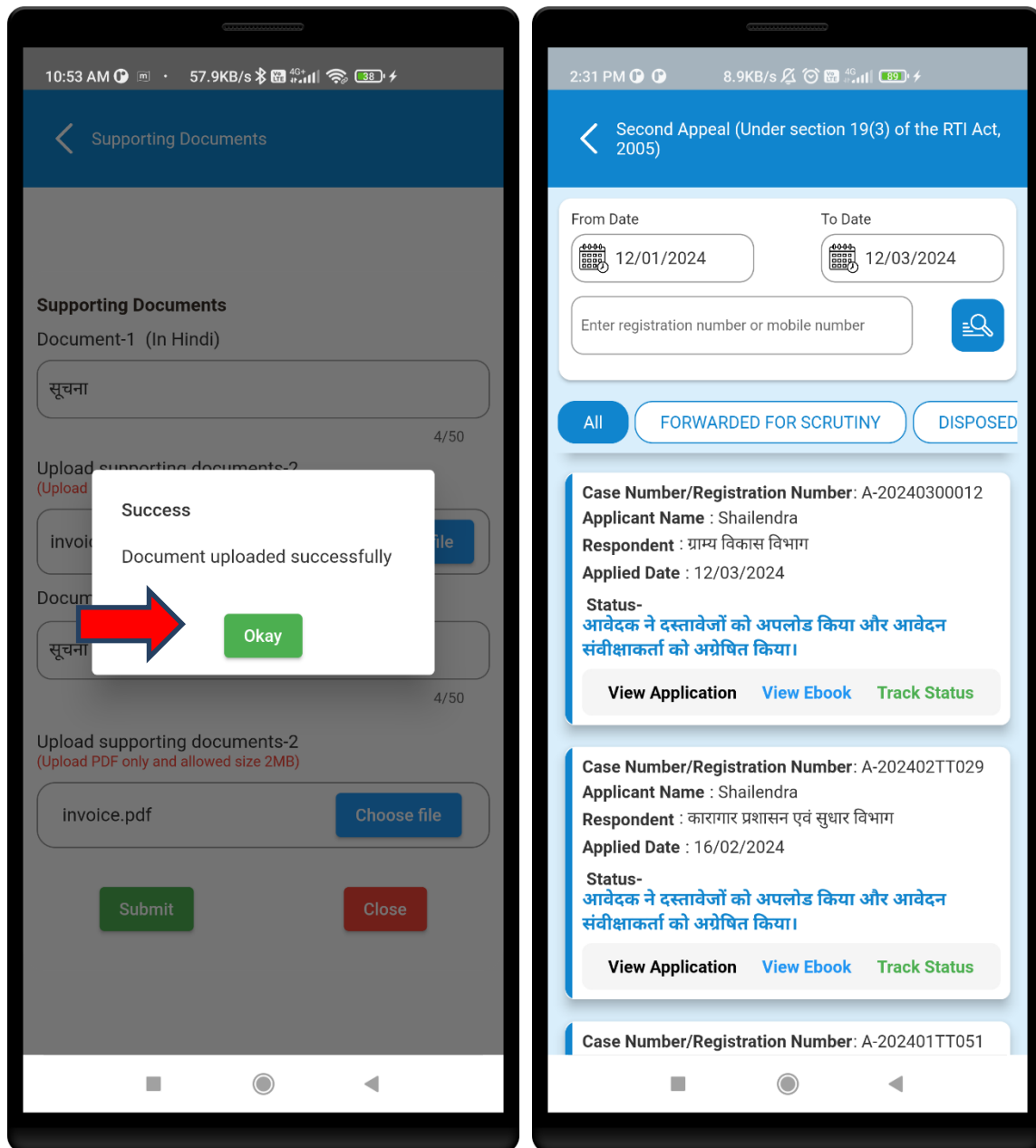
Previous Next

After clicking on the "Submit" button, Citizen will receive a unique "application registration number" on their registered mobile number.



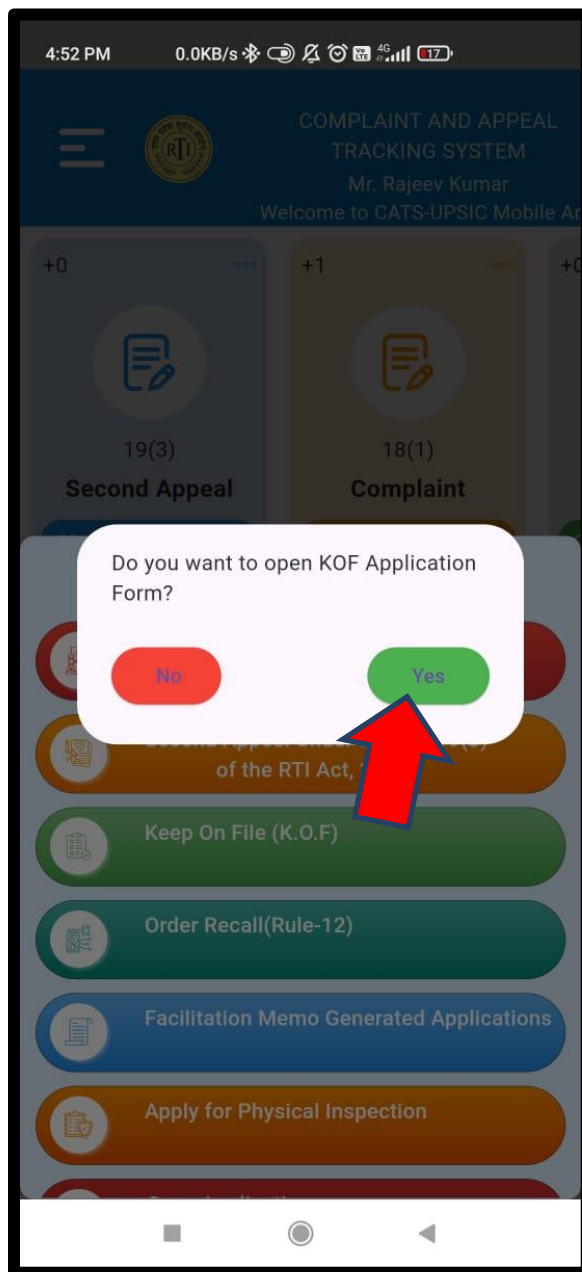
After this, the applicant can view the list of filled complaint applications by clicking on the "Second Appeal" button.





### 11.1.3 Request for a KOF Application

To fill online KOF form, applicant is required to click on the “**Keep on File (K.O.F.)**” option, while clicking, a confirmation dialog box will be opened. After that, they need to click on the “Yes open it” button.



Applicant can fill KOF form by choosing one of three following options:

- File number
- Application registration number
- Diary number

The image displays two sequential screenshots of a mobile application interface titled "Keep On File (K.O.F)".

**Left Screenshot:** The top status bar shows the time as 2:58 PM, data usage at 0.0KB/s, and a battery level of 31%. The app header is blue with a back arrow and the title "Keep On File (K.O.F)". Below the header, a dropdown menu is open, showing options: "Diary number", "Registration Number", "File Number", and "Please select". A red arrow points to the "Registration Number" option. A blue "Search" button is visible at the bottom.

**Right Screenshot:** The same app header is shown. Below the header, the text "Please Select search type" is displayed. A dropdown menu is open, showing the selected option "Registration Number" with a downward arrow. Below this, the text "Registration Number" is displayed, followed by a dropdown menu showing the value "A-202401TT008" with a downward arrow. A red arrow points to the blue "Search" button at the bottom.

While choosing an option, an input box will open. Suppose the applicant chooses the option for application registration number, then they must enter their application registration number and click on the "Search" button. Which will subsequently open up the Keep on File (KOF) form

Applicant is required to upload all the required documents and then click on the **"Submit"** button.

3:03 PM | 29.4KB/s

Keep On File (K.O.F)

Case Number S06/A/0002/2024

Name Mr Neeraj Kumar

Address Indira Nagar

Mobile Number 8853345542

Email neerajyadav536@gmail.com

Hearing Room S06

Hearing Details Case number generated and case all

Public Information Officer Details

PIO मोहन कुमार

Address जन सूचना अधिकारी कार्यालय - ऊर्जा

Upload documents(up to 2 MB)\*

rtiact.pdf Choose File

Submit

3:03 PM | 12.4KB/s

Keep On File (K.O.F)

Case Number S06/A/0002/2024

Name Mr Neeraj Kumar

Address Indira Nagar

Mobile Number 8853345542

Email

Hearing Room

Hearing Details case all

Public Information Officer Details

PIO मोहन कुमार

Address जन सूचना अधिकारी कार्यालय - ऊर्जा

Upload documents(up to 2 MB)\*

rtiact.pdf Choose File

Submit

**Confirmation**

Are you sure, want to submit kof document?

No Yes

After submitting the form, citizen will receive a unique “Diary number” on their registered mobile number.

3:33 PM 76.0KB/s 95%

Keep On File (K.O.F)

[View Important Instructions](#)

File Details

Registration Number **C-202401TT043**

Case Number **S01/C/0004/2024**

**Success**

KOF Submitted Successfully !!  
and KOF Number D-12032024TT01

Okay

Email **test@gmail.com**

Hearing Room **S01**

Hearing Details **Case number generated and case allotted to a Hearing**

Public Information Officer Details


PIO

PIO Home Guard Department, Kanpur

3:03 PM | 0.4KB/s 30%

Keep On File (K.O.F)

From Date **09/11/2023** To Date **08/01/2024**

Enter Diary/Case Number 

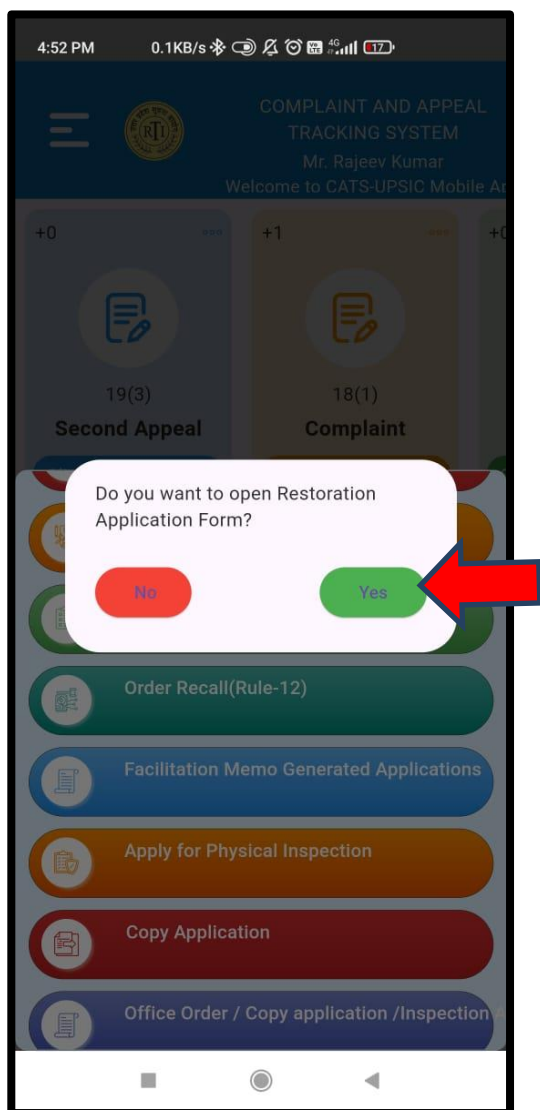
**Respondent-**  
जन सूचना अधिकारी कार्यालय - ऊर्जा  
**Status-**  
नागरिक द्वारा प्रस्तुत के ओ एफ को संबंधित सुनवाई कक्ष को अग्रेषित किया गया।

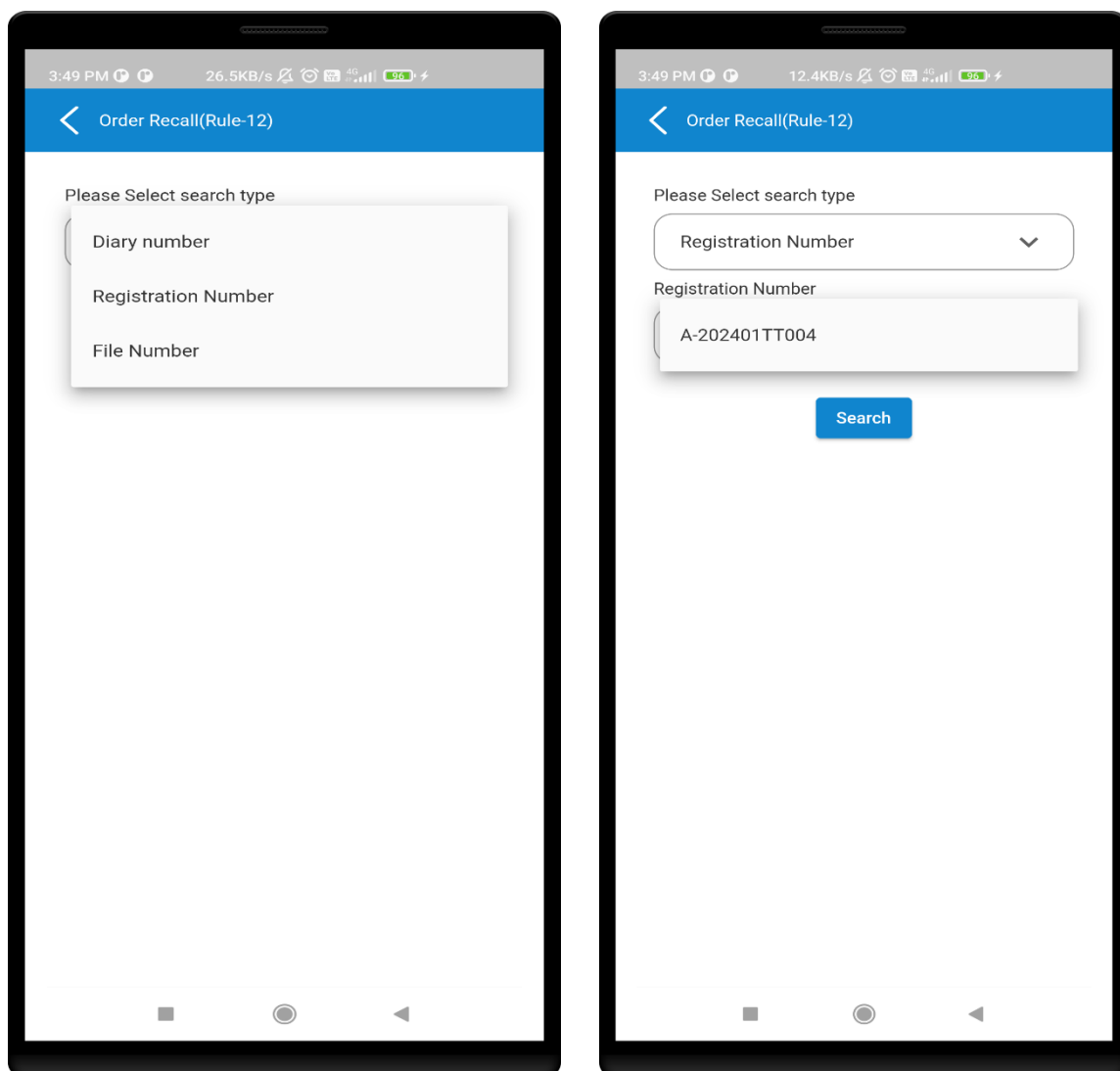
**Applicant Name :** Neeraj Kumar  
**Case Number :** S06/A/0002/2024  
**Registration Number :** A-202401TT008  
**KOF Number :** D-08012024TT01  
**KOF Date :** 08/01/2024  
**Hearing Room :** S-06  
**Fixed for**  
**Respondent-**  
जन सूचना अधिकारी कार्यालय - ऊर्जा  
**Status-**  
नागरिक द्वारा प्रस्तुत के ओ एफ को समीक्षा के लिए अग्रेषित किया गया।

After this, the applicant can view the list of filled complaint applications by clicking on the "KOF" button.

#### 11.1.4 Request for Order Recall (Rule-12)

To fill online Order Recall (Rule-12) form, applicants is required to click on the “**Order Recall (Rule-12)**” radio button, while clicking a confirmation dialog box will be opened. After that, they need to click on the “Yes, open it” button.





Applicant can fill Order Recall (Rule-12) by choosing one of three following options:

- File number
- Application registration number
- Diary number

While choosing an option, an input box will open. Suppose the applicant chooses the option for application registration number, then they must enter their application registration number and click on the "Search" button, Which will subsequently open up the order recall rule-12 form.

The image displays two mobile app screens for the 'Order Recall(Rule-12)' application. The left screen shows the initial form with fields for Registration Number (A-202401TT004), Case Number (S01/A/0001/2024), and File Details (Applicant Name In Eng: Mrs. Manpreet Kaur Lamba, Applicant Name in Hindi: Mrs मनप्रीत कौर, Address: आगरा, Mobile Number: 7060516100, Email: mankaur6561@gmail.com). The right screen shows the same form with a 'Select Hearing Option' modal open, offering 'Offline (present in person)' and 'Online (Virtual)' options.

After opening the order recall application form, Applicant is required to enter all the necessary details and upload all the required documents and then click on the **“Submit”** button.

**Note:** The Order Recall form can be filled within 90 days from the case disposed date. If applicants want to fill the form after the 90 days period, they need to enter the reason for the late submission.



3:50 PM 17.9KB/s

Order Recall(Rule-12)

View Important Instructions

Select Hearing Option

Order Recall application under Rule-12 of UP RTI Rules,2015  
All (\*) marked fields are mandatory.

Registration Number **A-202401TT004**

Case Number **S01/A/0001/2024**

**Select Hearing Option**

Hearing mode\*

Online (Virtual) ▼

Mobile Number

7060516100

Email

mankaur6561@gmail.com

**Continue**

3:49 PM 0.2KB/s

Order Recall(Rule-12)

View Important Instructions

Select Hearing Option

Order Recall application under Rule-12 of UP RTI Rules,2015  
All (\*) marked fields are mandatory.

Registration Number **A-202401TT004**

Case Number **S01/A/0001/2024**

**File Details**

Applicant Name In Eng **Mrs. Manpreet Kaur Lamba**

Applicant Name in Hindi **Mrs मनप्रीत कौर**

Address **आगरा**

Mobile Number **7060516100**

Email **mankaur6561@gmail.com**

**Public Information Officer Details**

After clicking on the “**Submit**” button, application print preview will be opened. Applicant can download or print it for future use.

4:13 PM 0.4KB/s 4G 58%

< Order Recall(Rule-12)

From Date 12/01/2024 To Date 12/03/2024

Enter registration number or mobile number

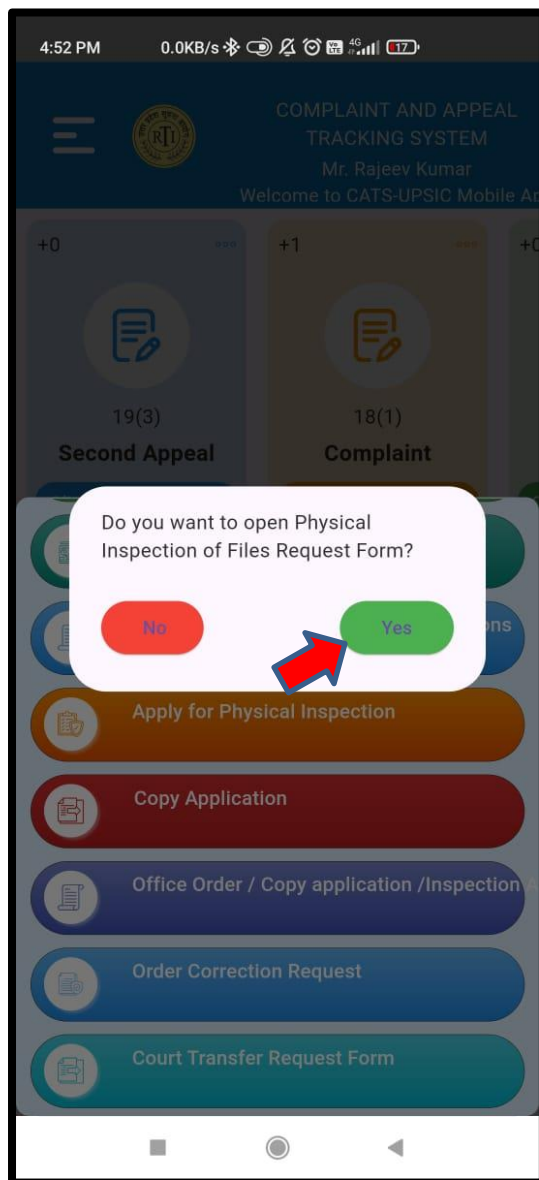
Diary Number : P-202401TT034  
Registration Number : A-202401TT004  
Respondent : ऊर्जा  
Applied Date : 12/01/2024  
Status-  
Applicant uploaded documents and application forwarded to Scrutinizer.

View Application

Citizen will receive a unique “application registration number” on their registered mobile number.

### 11.1.6 Physical File Inspection

To fill the application for physical file inspection, applicant is required to click on Apply for physical file inspection in the side bar menu.



Applicant can fill physical file inspection application by choosing one of three following options:

- File number
- Application registration number
- Diary number

**Apply for Physical Inspection**

Please Select search type

Registration Number

Registration Number

A-202401TT004

**Search**

**Request letter for inspection of records related to appeals/complaints filed in UP State Commission**

1. Applicant Name and Address\*

मनप्रीत कौर, आगरा

2. Case Number

S01/A/0001/2024

3. Appeal/Complaint Number

A-202401TT004

4. Name of the parties in the appeal/complaint

i. Name of the complainant/appellant

मनप्रीत कौर

ii. Designation and Address of Public Information Officer

जन सूचना अधिकारी कार्यालय - ऊर्जा

5. Status of hearing on appeal/complaint

Penalty imposed and suit disposed of.

While choosing the option, an input box will be opened. Suppose applicant chooses application registration number option then applicant has to enter application registration number and click on the “Search” button.

The image displays two mobile application screens for the 'Apply for Physical Inspection' process.

**Left Screen:** Shows a confirmation dialog box with the text: "Confirmation. Are you sure, want to submit Physical Inspection Request?". Below the dialog, there are "No" and "Yes" buttons. The background form includes fields for "ii.Designation and Address of Public Information Officer" (filled with "जन सूचना अधिकारी कार्यालय - ऊर्जा"), "5.Status of hearing on appeal/complaint" (filled with "Penalty imposed and suit disposed of."), "6.If the applicant is not satisfied with the decision of the Public Information Officer, he/she may file an appeal within 30 days from the date of receipt of the decision of the Public Information Officer.", "7.If the applicant is not satisfied with the decision of the Public Information Officer, he/she may file an appeal within 30 days from the date of receipt of the decision of the Public Information Officer.", "Applicant's mobile number:" (filled with "7060516100"), and "Date of application : 3/12/2024". A "Submit" button is at the bottom.

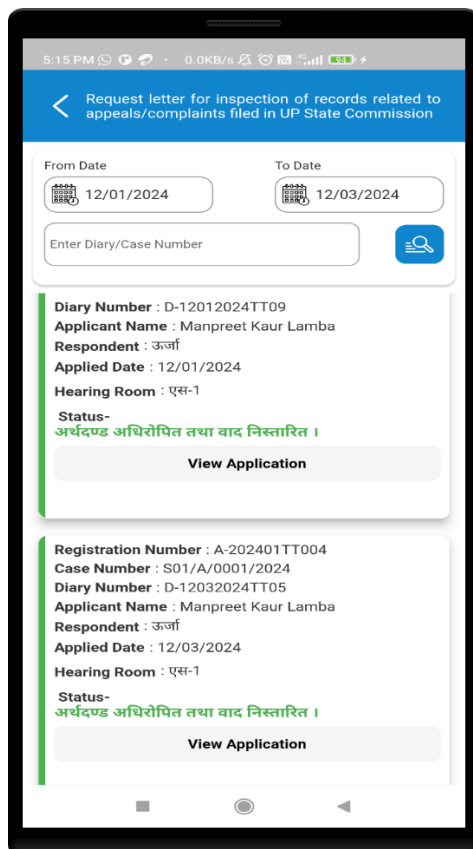
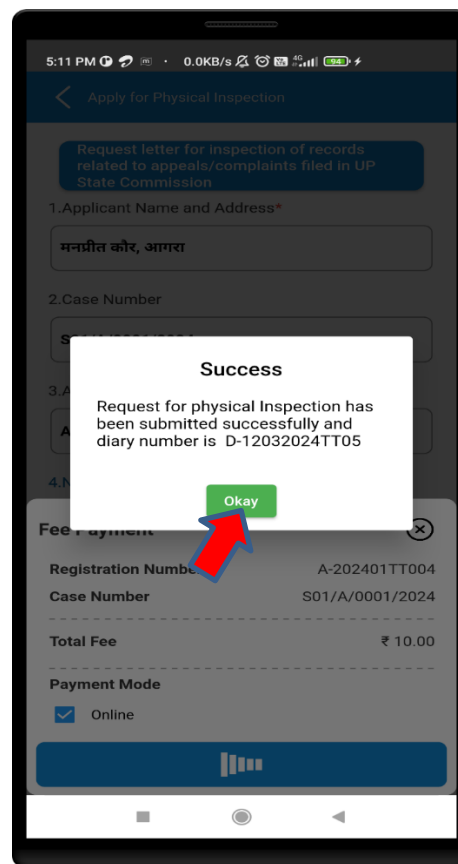
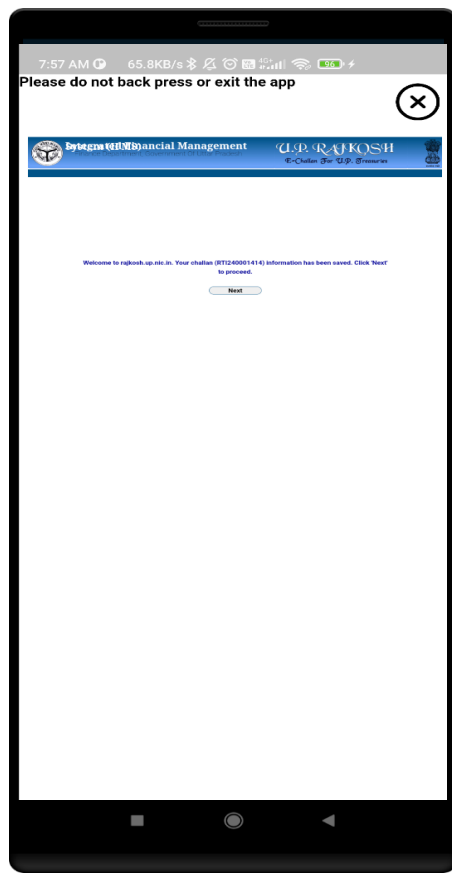
**Right Screen:** Shows the "Fee Payment" screen. It includes a "Request letter for inspection of records related to appeals/complaints filed in UP State Commission" button. Below are four numbered sections: "1.Applicant Name and Address\*" (filled with "मनप्रीत कौर, आगरा"), "2.Case Number" (filled with "S01/A/0001/2024"), "3.Appeal/Complaint Number" (filled with "A-202401TT004"), and "4.Name of the parties in the appeal/complaint". The "Fee Payment" section shows: "Registration Number" (A-202401TT004), "Case Number" (S01/A/0001/2024), "Total Fee" (₹ 10.00), and "Payment Mode" (Online, selected with a checkmark). A "Fee Payment" button is at the bottom.

Applicant is required to enter all the necessary details and upload all the required documents and then click on the **“Submit”** button.

After clicking on submit button fees payment page will open. Applicant need to choose mode of fees payment, either Online or offline, suppose applicant choose offline mode applicant is required to enter challan number and upload the challan copy then click on **“pay fees”** button

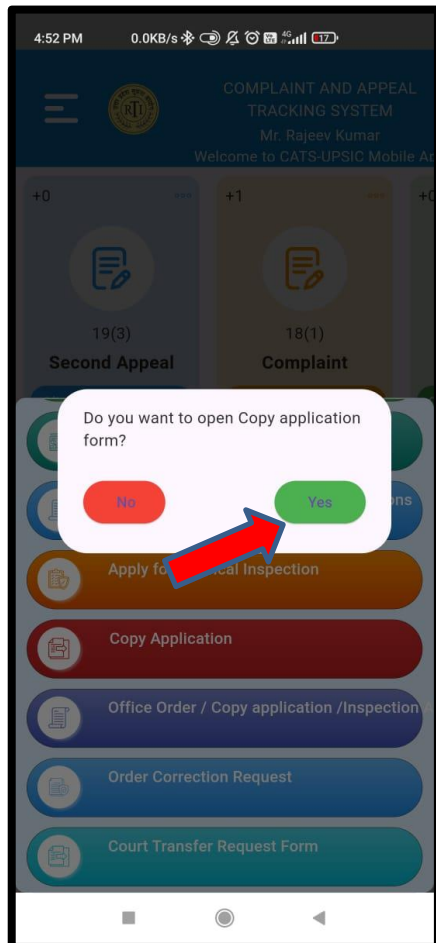
After fees submission, application print preview will be opened. Applicant can download or print it for future use.

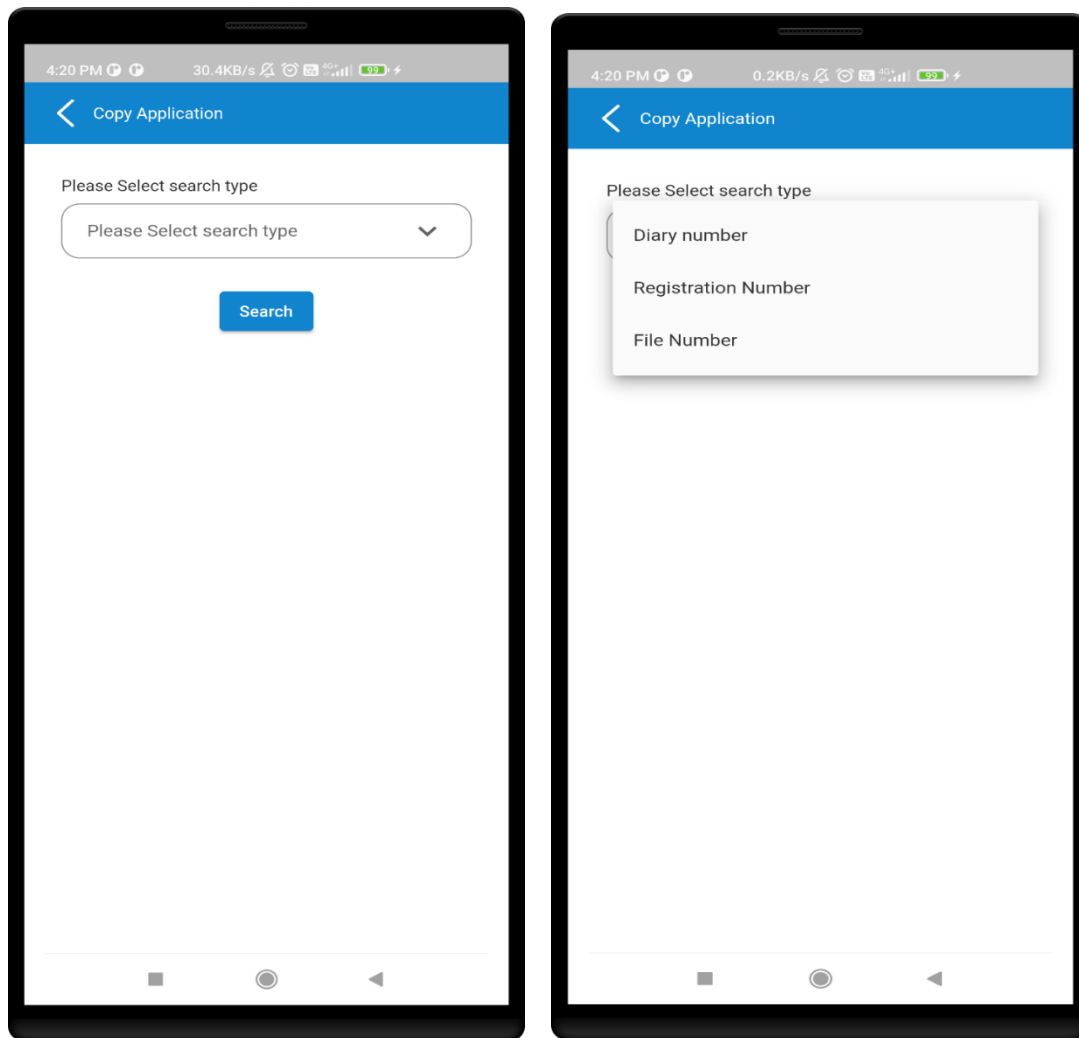
Applicant will receive a unique “Diary number” on his/her registered mobile number.



### 11.1.7 Copy Application

To fill online copy application, citizen has to click on “**Copy Application**” in the side bar menu.





Applicant can fill Copy Application by choosing one of three following options:

- File number
- Application registration number
- Diary number

While choosing the option, an input box will be opened. Suppose applicant chooses application registration number option then applicant has to enter application registration number and click on the “**Search**” button.

After Clicking on search button, copy application form will be open. After opening the form, applicant is required to select the required order date and then click on other documents button if required any other documents.



**Copy Application**

Please Select search type

Registration Number

Registration Number

A-202401TT004

Search

**Copy Application**

**Application for receipt of copy of final / interim order and other forms passed in complaint / second appeal / restoration application**

1. Complaint / Second Appeal / Order Withdrawal Application No. / Registration No.

A-202401TT004

2. Case Number

S01/A/0001/2024

3. Name of the complainant/appellant

मनप्रीत कौर

4. Designation and Address of Public Information Officer

NA,जन सूचना अधिकारी कार्यालय - ऊर्जा

5. Adjudicated Or Undecided

अर्थदण्ड अधिरोपित तथा वाद निस्तारित ।

6. Name of State Information Commissioner with whom the matter is pending or by whom the final order has been passed.

भवेश कुमार सिंह

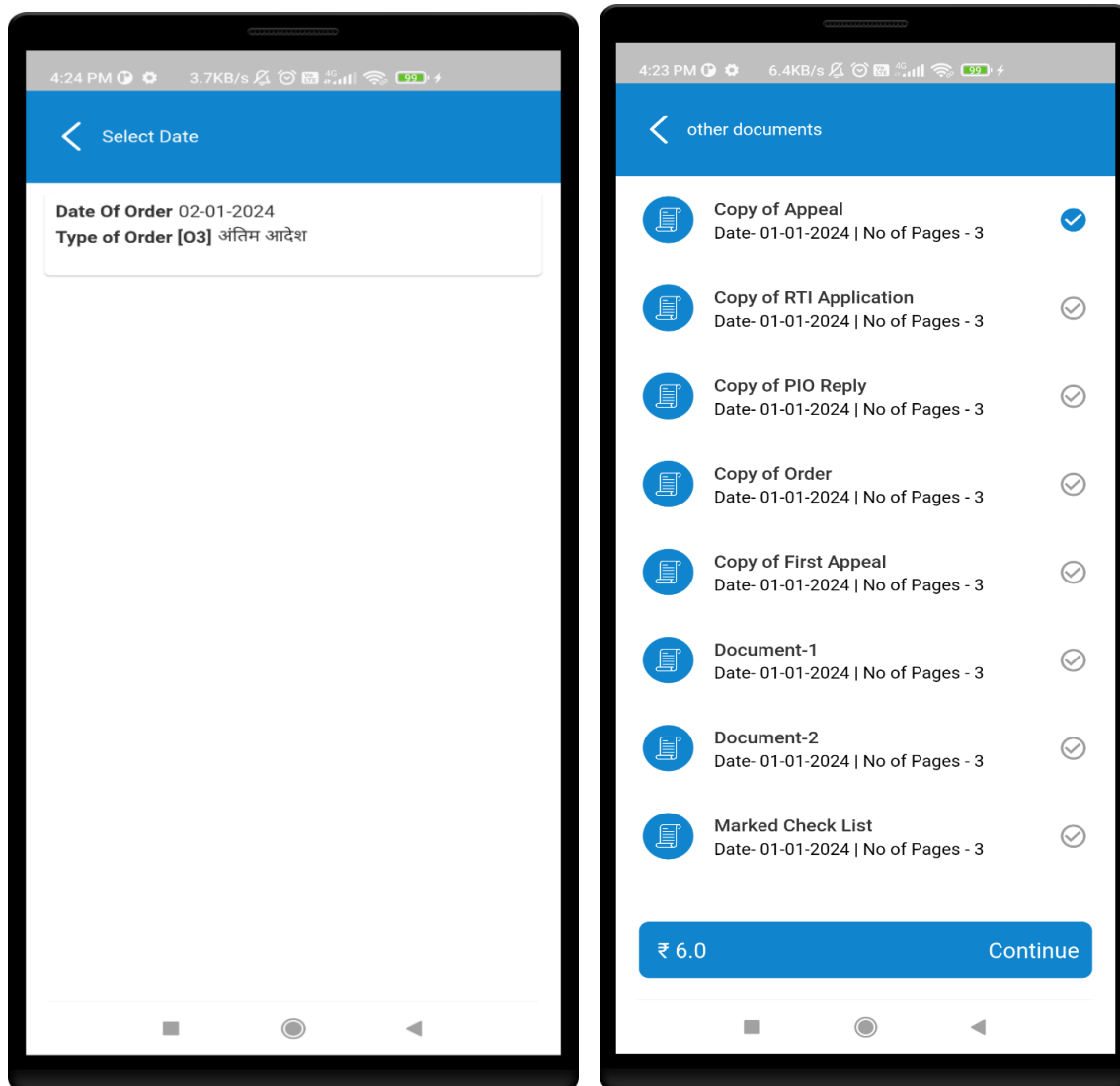
7. Date and details of the order whose copy is desired (interim / final)

☐

8. Enter Date and details of other forms/records desired

After clicking on the other documents button applicant can view and click on check boxes corresponding to that documents which is required and click on close button.

After clicking on the "other documents" button, the applicant can view all the documents related to the file and select the checkboxes corresponding to the documents that are required. They can then click on the "close" button.



To continue applicant need to choose mode of copy receive and then click on submit button.

4. Designation and Address of Public Information Officer  
NA, जन सूचना अधिकारी कार्यालय - ऊर्जा

5. Adjudicated Or Undecided  
अर्धदण्ड अधिरूपित तथा वाद निस्तारित।

6. Name of State Information Commissioner with whom the matter is pending or by whom the final order has been passed.  
भवेश कुमार सिंह

7. Date and details of the order whose copy is desired (interim / final)  
02-01-2024 [03]

8. Enter Date and details of other forms/records desired (including number of pages)  
other documents

9. Mode Of Copy Received  
In Person

I Manpreet Kaur Lamba , declare that a copy of the above order/form, whose copy is sought, has not been received more than once in the past by me or my authorized representative. Other Forms / Records (Page No. 3 ) Required Fee ( 6.0 the court fee has been paid by me through stamp.

Submit

Please do not back press or exit the app

Systeme de Financial Management U.P. RAKOSH  
U.P. Charan for U.P. Services

Welcome to rakosh.up.sic.in. Your challan (STC240001414) information has been saved. Click 'Next' to proceed.

Next

### Fees submission –

After clicking on the submit button, the application will be put on hold for fee payment with the fee details. To pay the fees, the applicant needs to click the "Pay Fees" button, which will open the fees payment page.

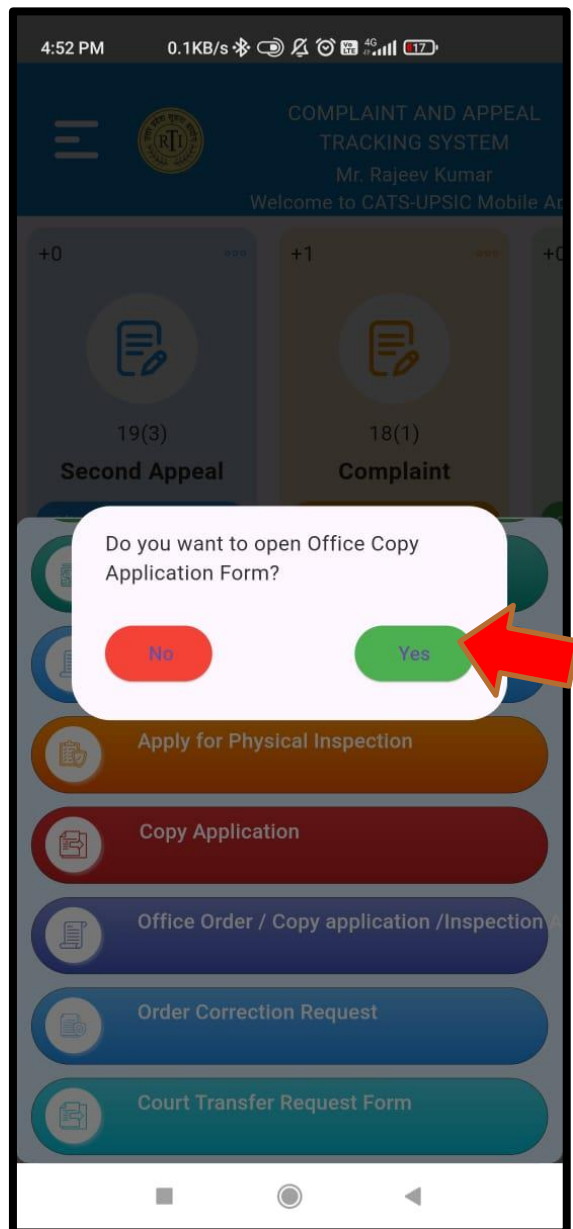
The applicant needs to choose a mode of fee payment, either online or offline. If the applicant chooses the offline mode, they will be required to enter the challan number and upload a copy of the challan. Once done, the applicant can click on the "pay fees" button.

After fees payment done applicant receives unique diary number for track the application.

After submitting the application, a print preview of the application will be displayed. The applicant can download or print it for future use.

### 11.1.8 Application form for Office order and copy application/inspection application.

To fill the Application form for Office order and copy application/inspection application, citizen has to click “**Office order and copy application/inspection application**” in the side bar menu.



4:32 PM 22.3KB/s 4G 99%

< Office Order / Copy application / Inspection Application

Select Document Type

- ☐ Order passed on duplicate application
- ☒ Order passed on inspection application
- ☐ Office Order
- ☐ Action taken / order on the letter / suggestion / complaint sent to the commission

4:53 PM 0.5KB/s 4G 99%

< Office Order / Copy application / ...

Office Order / Copy Application / Inspection Application

Date of the above form

04/12/2023 [Select Date](#)

If the above form is an office order, then the office order number or subject matter of the office order

Order Number

ORDER098665

Subject

Test

Number of pages of the form whose copy is desired

5 1/3

Mode Of Copy Received

In Person

I Manpreet Kaur Lamba, (Applicant) declare that a copy of the above mentioned form, the copy of which is sought, has not been obtained by me in the past more than once.

Continue

After clicking, four types of forms will appear. The applicant needs to click on the checkbox corresponding to the desired application to proceed.

**Office Order / Copy application / ...**

Office Order / Copy Application / Inspection Application

To,  
Registrar  
UP Information Commission,  
Lucknow,

**Sir,**  
Kindly provide the following copy to the applicant-.

- Order passed on inspection application.
- Date of the above form  
**04/12/2023**
- If the above form is an office order, then the office order number or subject matter of the office order  
Order Number **ORDER098665**  
Subject **Test**
- Number of pages of the form whose copy is desired  
**5**
- Mode Of Copy Received  
**व्यक्तिगत**

I Manpreet Kaur Lamba, (Applicant) declare that a copy of the above mentioned form, the copy of which is

**Applicant's Details**

Name : **Manpreet Kaur Lamba**

Mobile Number : **7060516100**

Address : **आगरा**

Date of application 12/03/2024

**Continue**

While choosing the option, an input box will be opened. Applicant will enter the application diary number and click on the **“Search”** button.

After Clicking on search button, Office order and copy application/inspection application form will be open. After opening the form, a citizen is required to enter all the necessary details and upload all the required documents and then click on the **“Submit”** button.

4:54 PM 0.0KB/s 4G 93%

← Office Order / Copy application / ...

3. If the above form is an office order, then the office order number or subject matter of the office order

Order Number **ORDER098665**

Subject **Test**

4. Number of pages of the form whose copy is desired

**5**

5. Mode Of Copy Received

**व्यक्तिगत**

I Manpreet Kaur Lamba, (Applicant) declare that a copy of the above mentioned form, the copy of which is sought, has not been obtained by me in the past more than once.

**Fee Payment**

Other Form Fee	₹ 10.0
Dak Fee	₹ 00.00
<b>Total Fee</b>	<b>₹ 10.0</b>

**Payment Mode**

☒ Online

**Fee Payment**

7:57 AM 65.8KB/s 4G 96%

Please do not back press or exit the app

**System Financial Management** **U.P. RAKOSH**  
 U.P. Rakosh is a web portal for the citizens of U.P. to track the status of their applications.  
 E-Challan For U.P. Treasuries

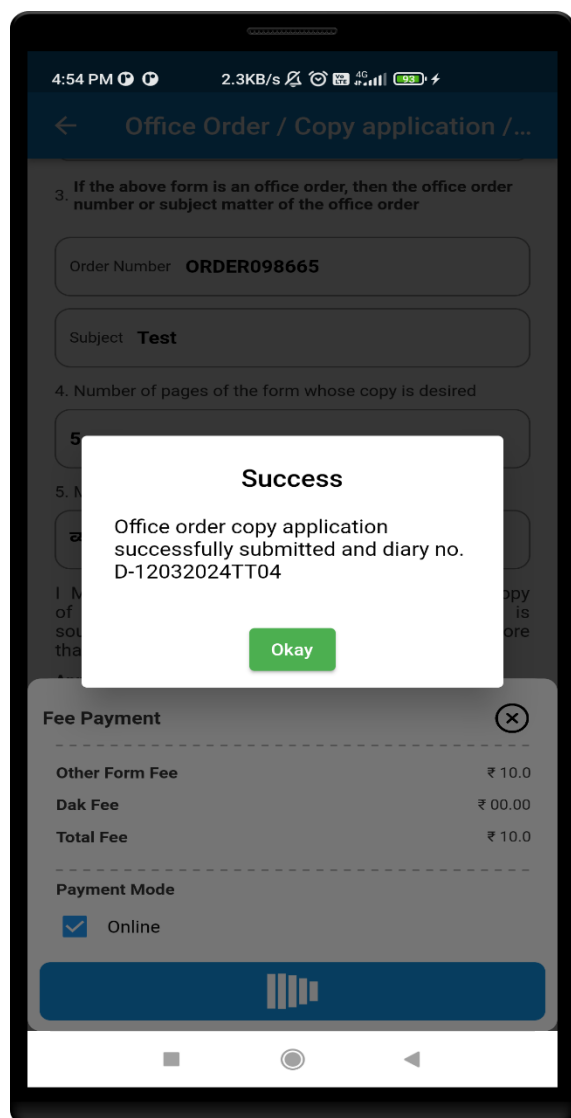
Welcome to rakosh.up.nic.in. Your challan (RTI240001414) information has been saved. Click 'Next' to proceed.

**Next**

## Fees submission

After clicking on the submit button, the application will be put on hold for fee payment with the fee details. To pay the fees, the applicant needs to click the "Pay Fees" button, which will open the fees payment page.

Applicant need to choose mode of fees payment. Online or offline, suppose applicant choose offline mode applicant is required to enter challan number and upload the challan copy then click on **"pay fees"** button.



After clicking on the “**Submit**” button, application print preview will be opened. Applicant can download or print it for future use.

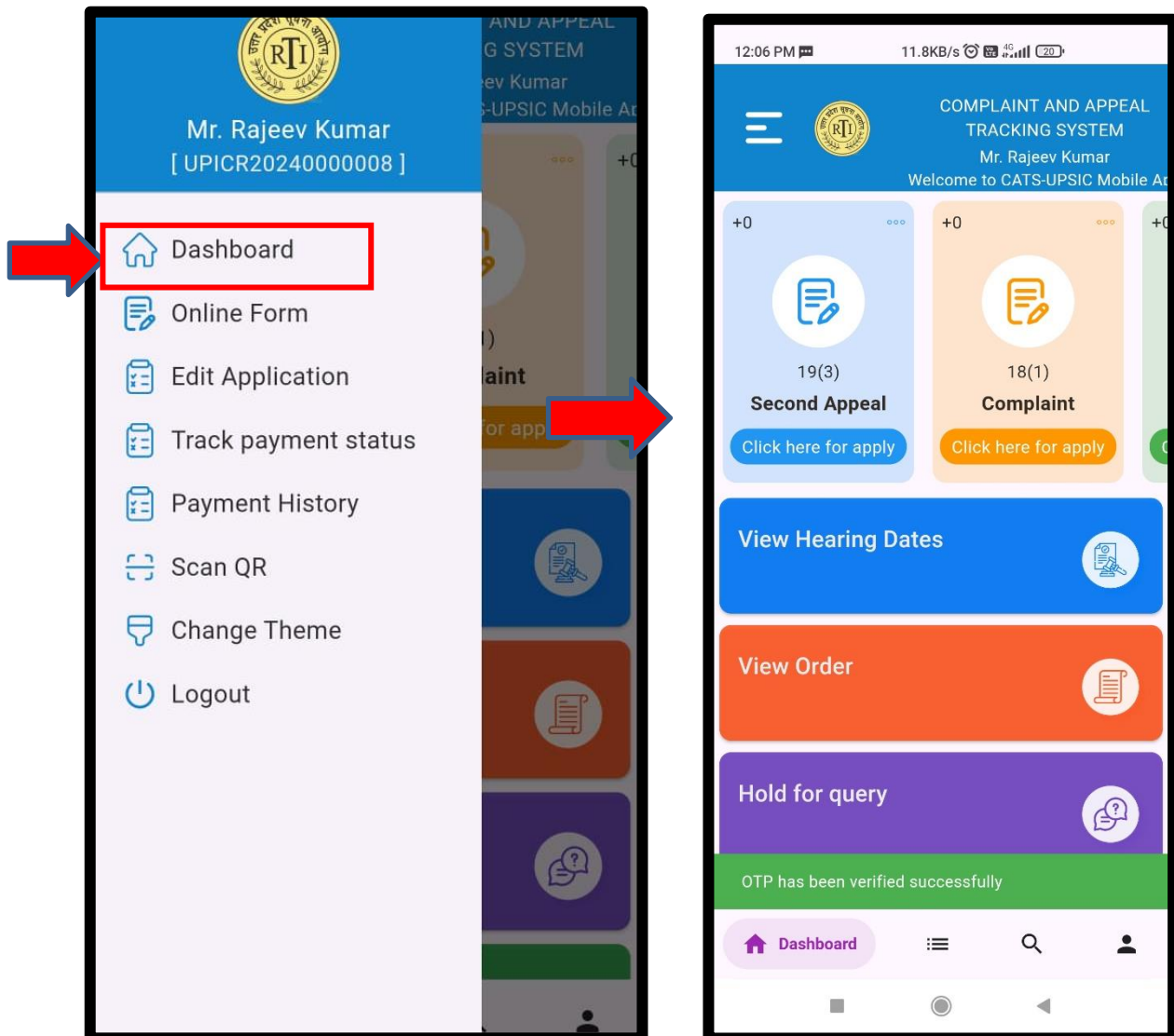


## 12. Side Bar

Citizen has to click on hamburger menu (Side bar icon on the top left at the citizen's Dashboard) to view more options available in the application.

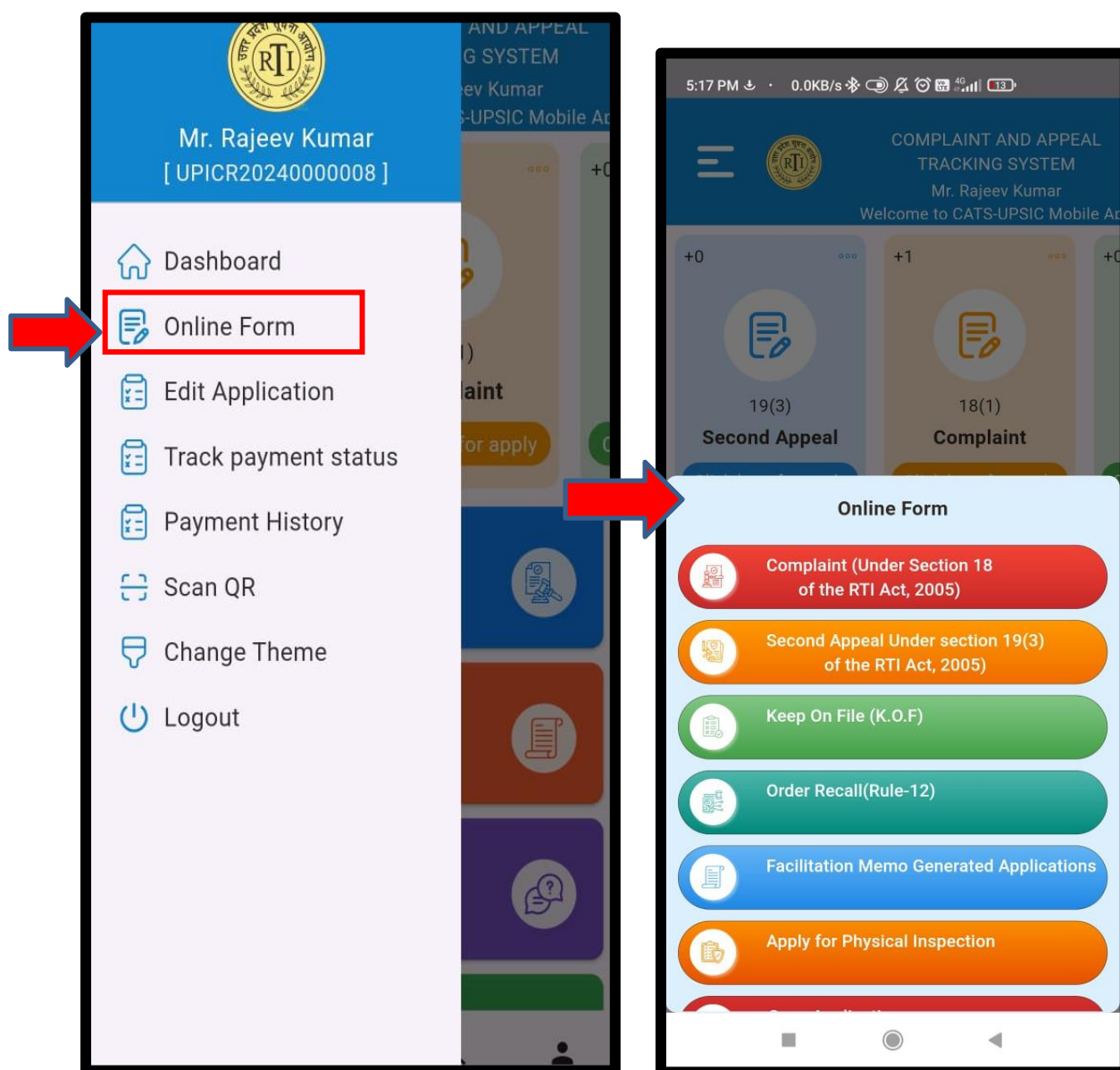
### 12.1 Dashboard

Citizen has to click on '**dashboard**' to navigate to dashboard.



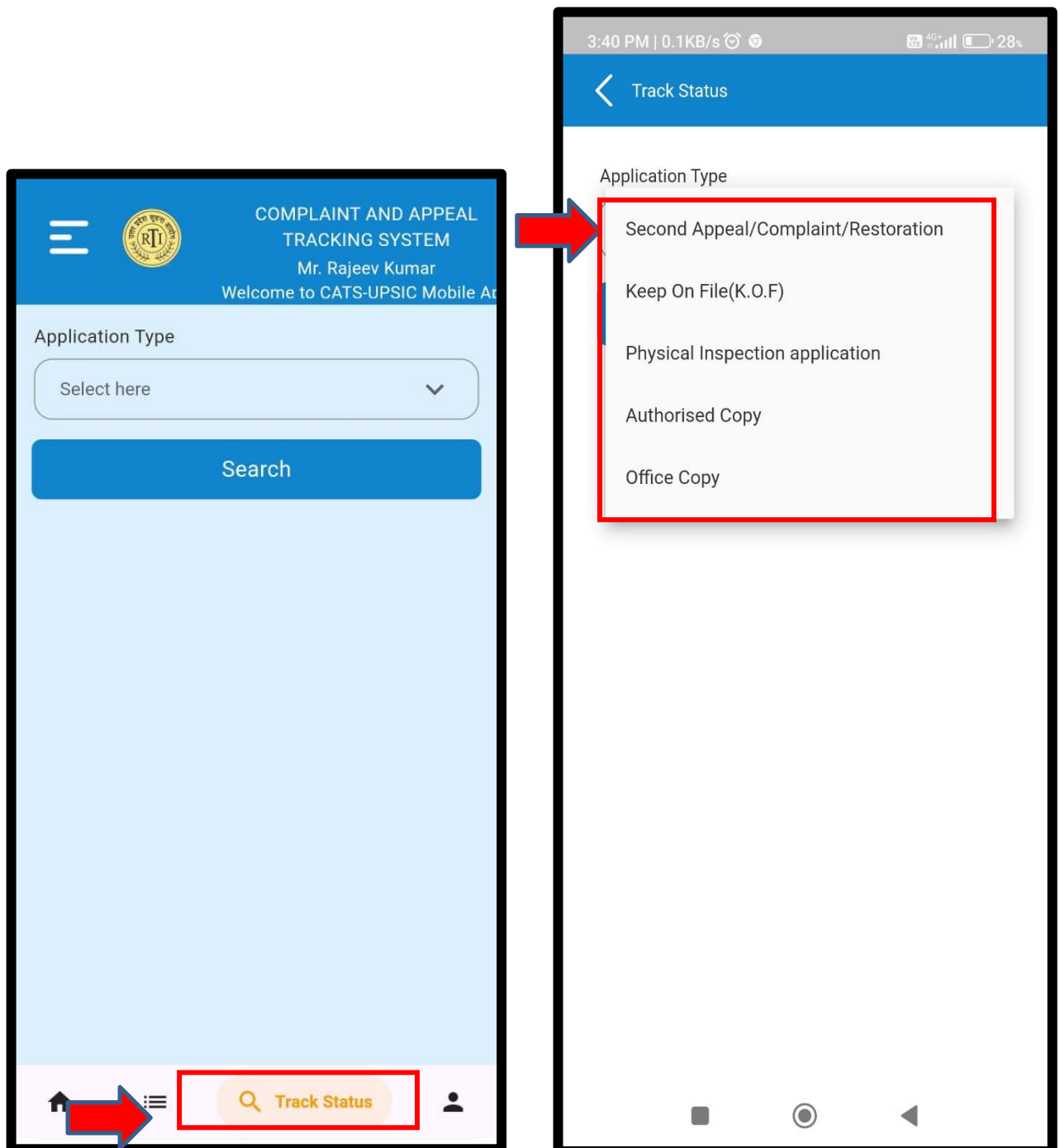
## 12.2 Online Form

Citizen has to click on '**Online Form**' to open forms that are available there.



## 12.3 Track Status

To track the status of application, a citizen must click on "**Track Status**" button in the Sidebar Menu.



Select the type of application for which you would like to view the sta

Applicant can track the application by choosing one of three following options:

- File number

- Application registration number
- Diary number

The left screenshot shows the 'Track Status' screen with the following fields:

- Application Type: Second Appeal/Complaint/Restoration
- Please Select search type: File Number
- Case Number: S06/A/0002/2024
- Search button (highlighted with a red arrow)

The right screenshot shows the search results for case A-202401TT008, dated 08/01/2024:

- Case number generated and case allotted to a Hearing Room.
- Case number generated and case allotted to a Hearing Room.
- Case number generated and case allotted to a Hearing Room.
- Case number generated and case allotted to a Hearing Room.
- Application approved by Scrutinizer and application forwarded to Research Officer.
- Case has been disposed.

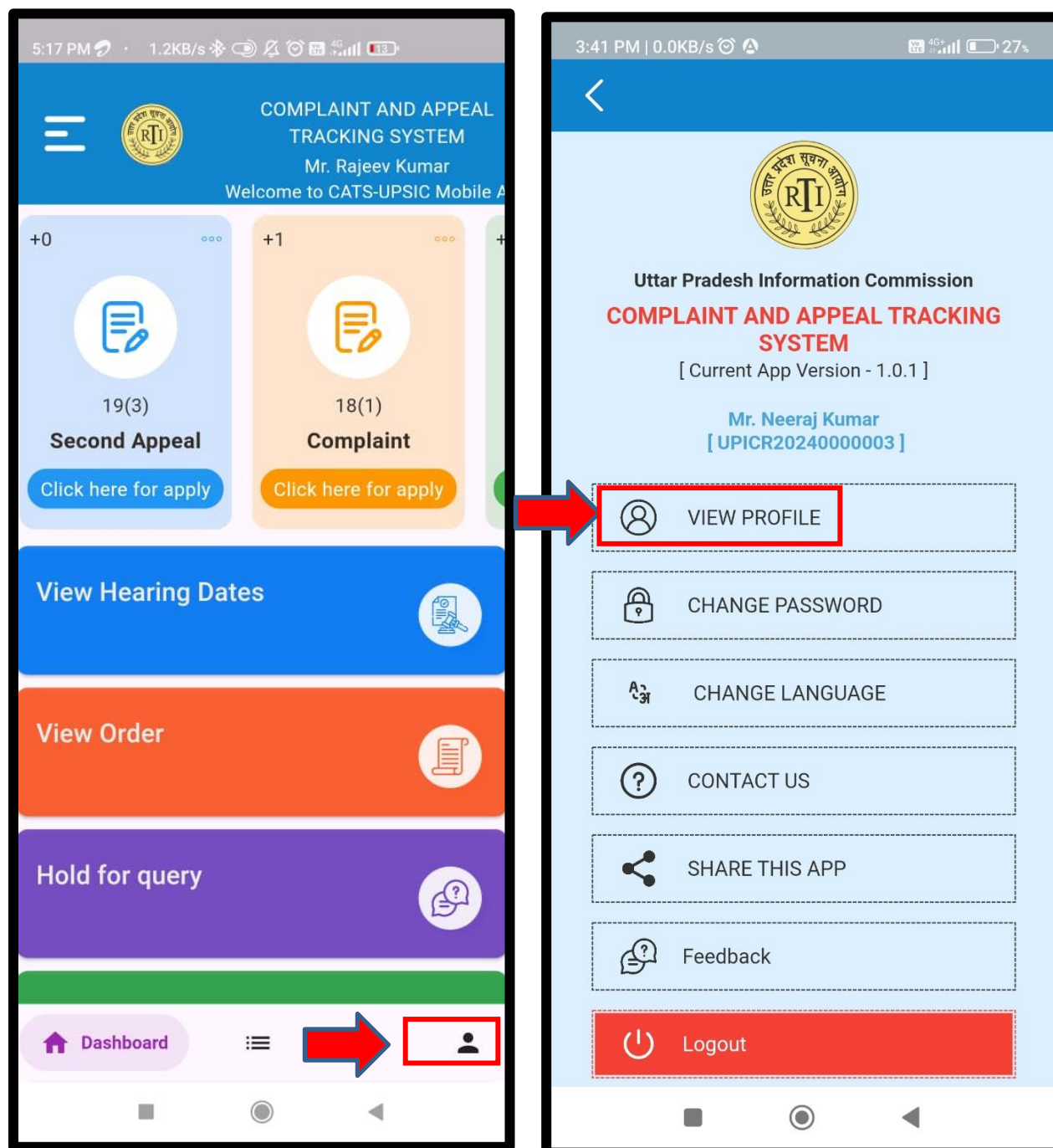
After choosing the option, an input box will be opened. Citizen shall enter the respective number and click on the “**Search**” button.

Application status gets displayed on your screen.

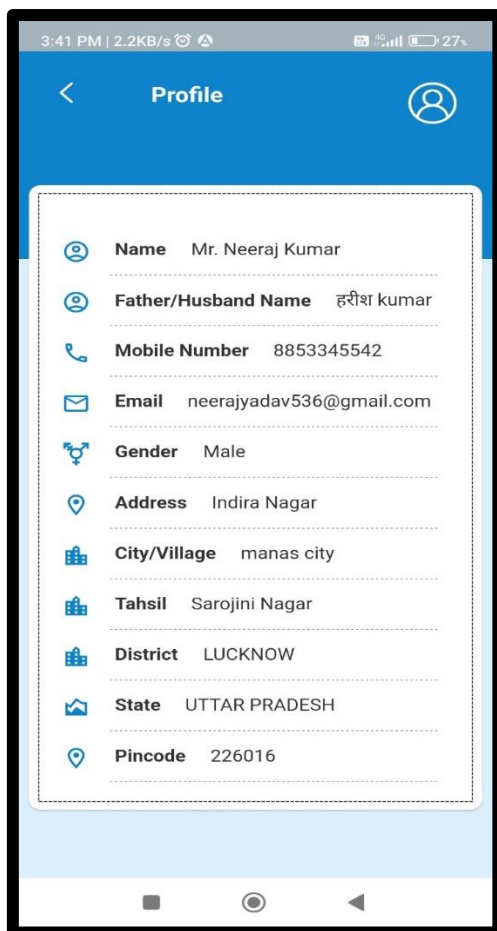
## 12.4 My Account

### i) View Profile

Citizen has click on '**My account**' from side bar and then click on '**View Profile**'.



After Click on '**View Profile**', a new page will appear with all personal details of citizen.

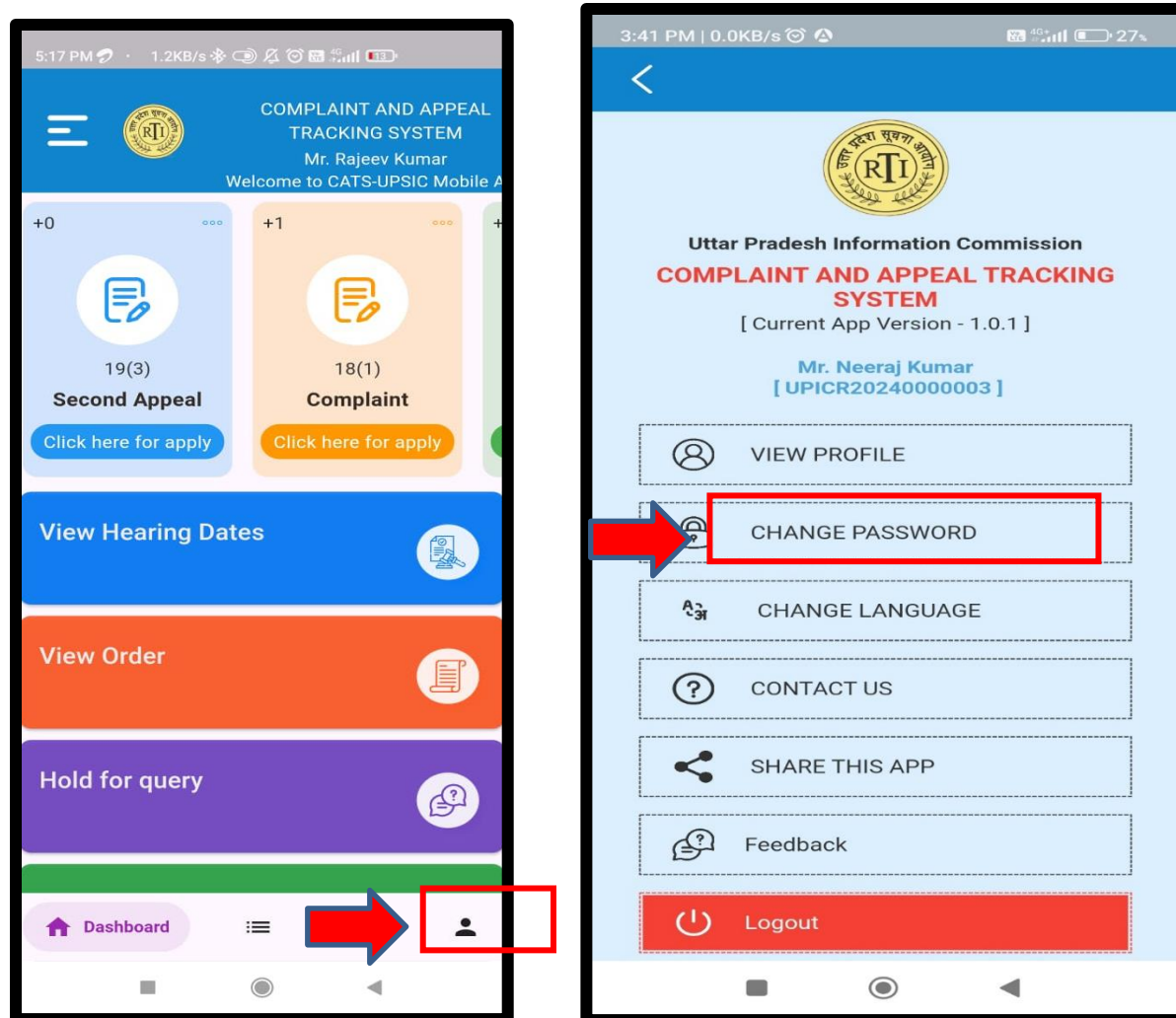


A screenshot of a mobile application's 'Profile' page. The page has a blue header with a back arrow, the title 'Profile', and a user icon. Below the header is a white card with a dashed border containing user details. Each detail is preceded by a small icon: a person for Name, a person for Father/Husband Name, a phone for Mobile Number, an envelope for Email, a male symbol for Gender, a location pin for Address, a city icon for City/Village, a city icon for Tahsil, a city icon for District, a state map for State, and a location pin for Pincode. The status bar at the top shows the time as 3:41 PM, data speed as 2.2KB/s, and battery at 27%.

Name	Mr. Neeraj Kumar
Father/Husband Name	हरीश कुमार
Mobile Number	8853345542
Email	neerajyadav536@gmail.com
Gender	Male
Address	Indira Nagar
City/Village	manas city
Tahsil	Sarojini Nagar
District	LUCKNOW
State	UTTAR PRADESH
Pincode	226016

### iii) Change Password

Citizens can change his/her password by clicking on the **“Change Password”** option available in the settings section.



A citizen is required to enter Current password, new password, confirmed password and click on the **“Update Password”** button to successfully update his/her password.



3:42 PM | 0.0KB/s 27%

< Change Password

Current password

Enter Password

New Password

Enter Password

Confirm Password

Enter Password

UPDATE PASSWORD

3:42 PM | 0.1KB/s 27%

< Change Password

Current password

.....

New Password

.....

Confirm Password

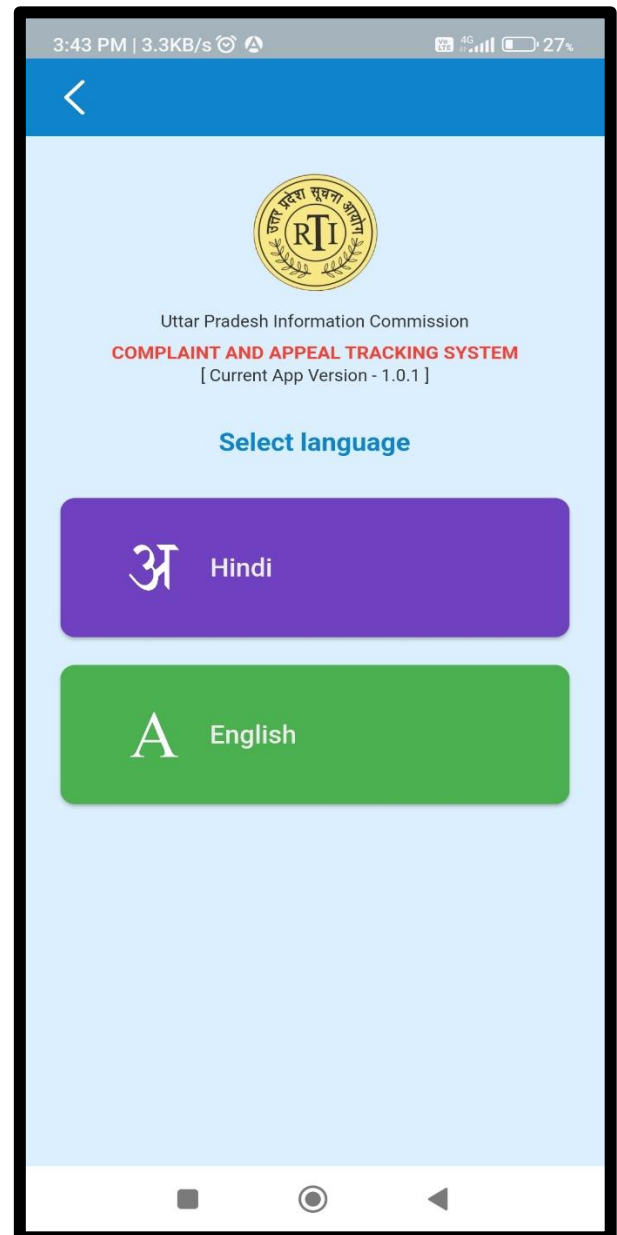
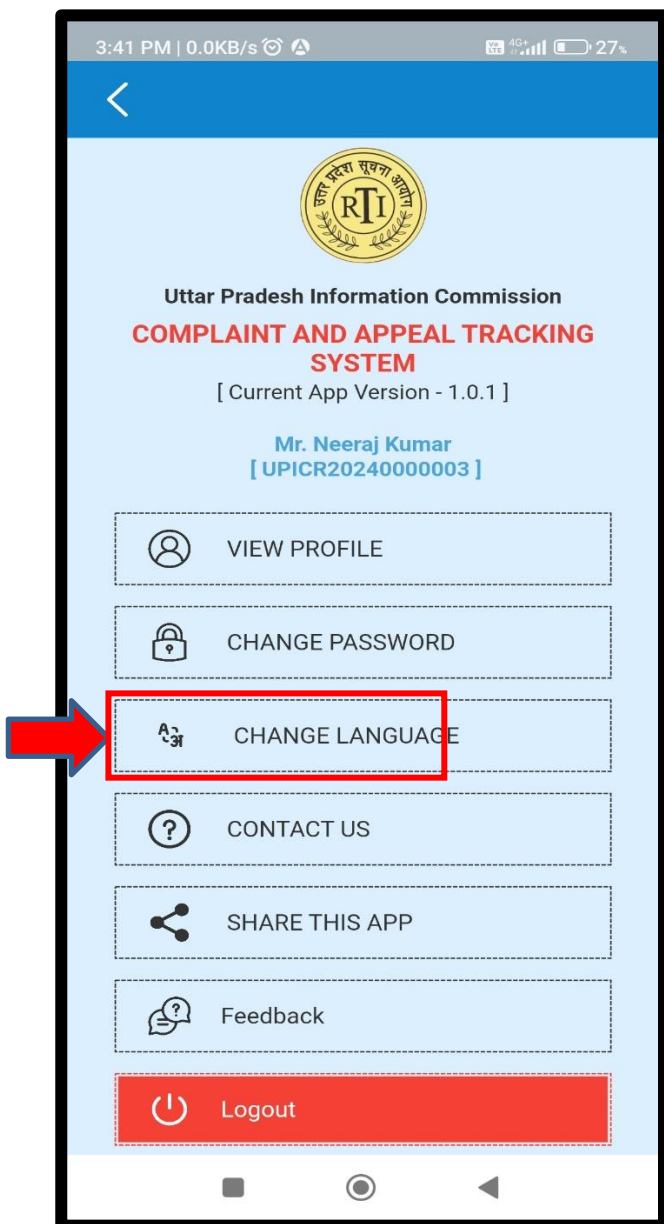
.....

UPDATE PASSWORD



### iii) Change Language

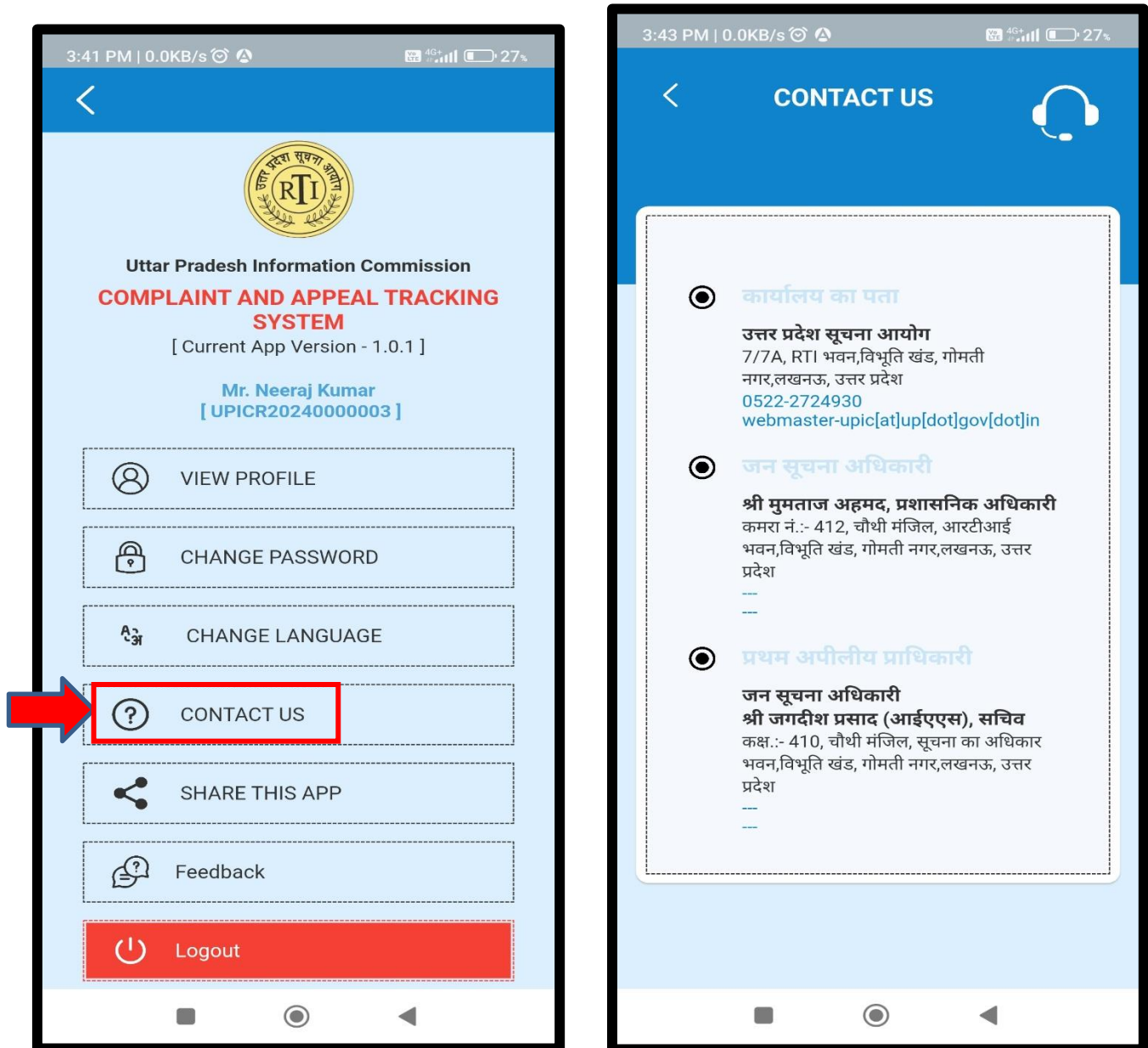
Citizen have to click on '**change language**' then options for English and Hindi will appear. Citizen can choose the language with his/her own comfortability.



After choosing the language, content of whole app will be change accordingly.

#### iv) Contact us

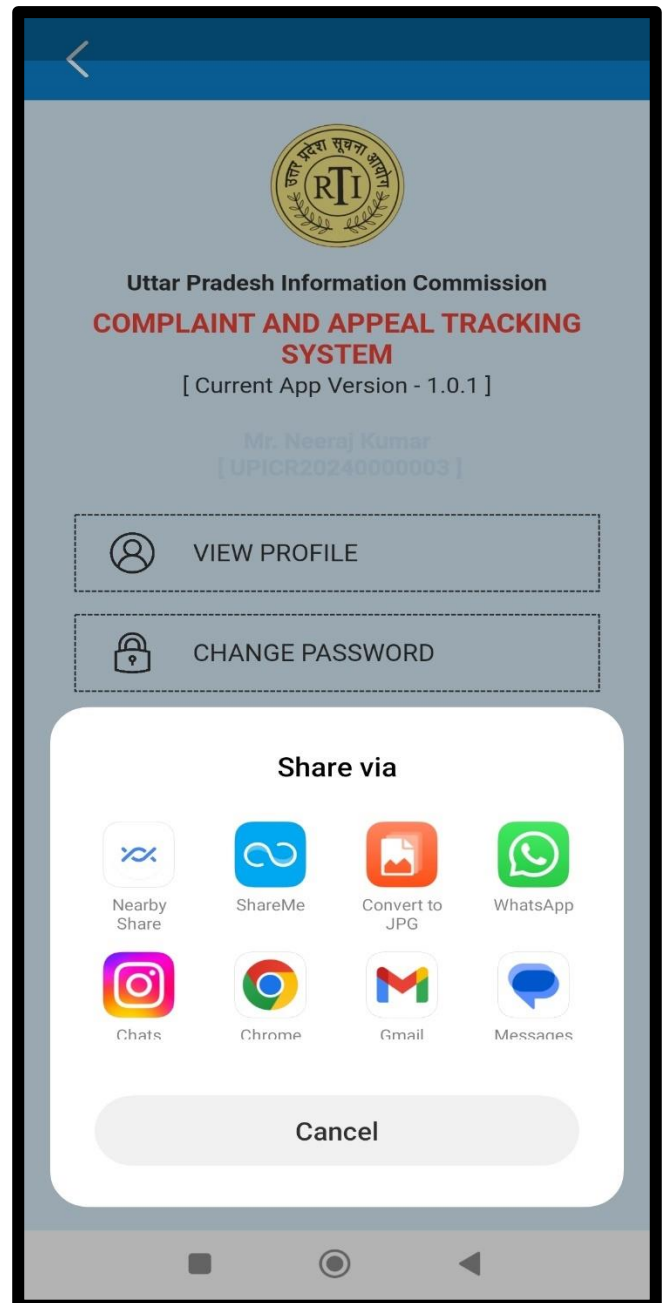
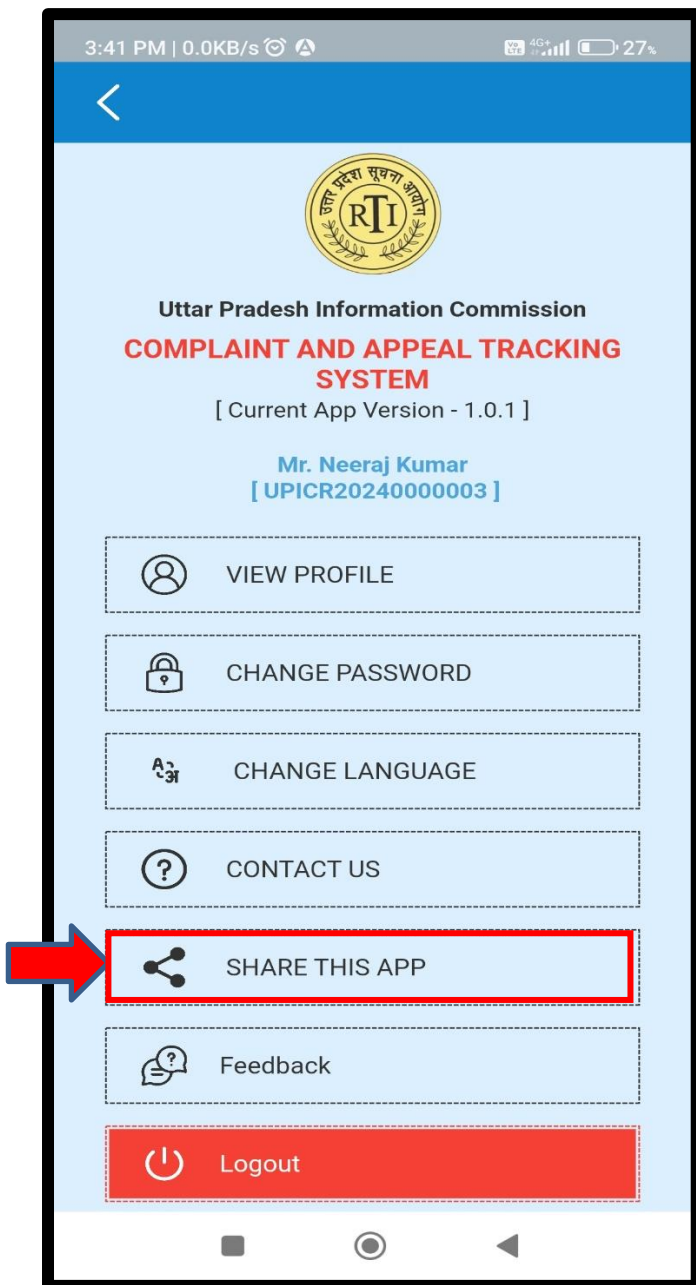
To access all contact details of the Uttar Pradesh State Information Commission, the citizen needs to click on 'Contact Us.' Upon clicking, the contact information screen will appear.



## v) Share app

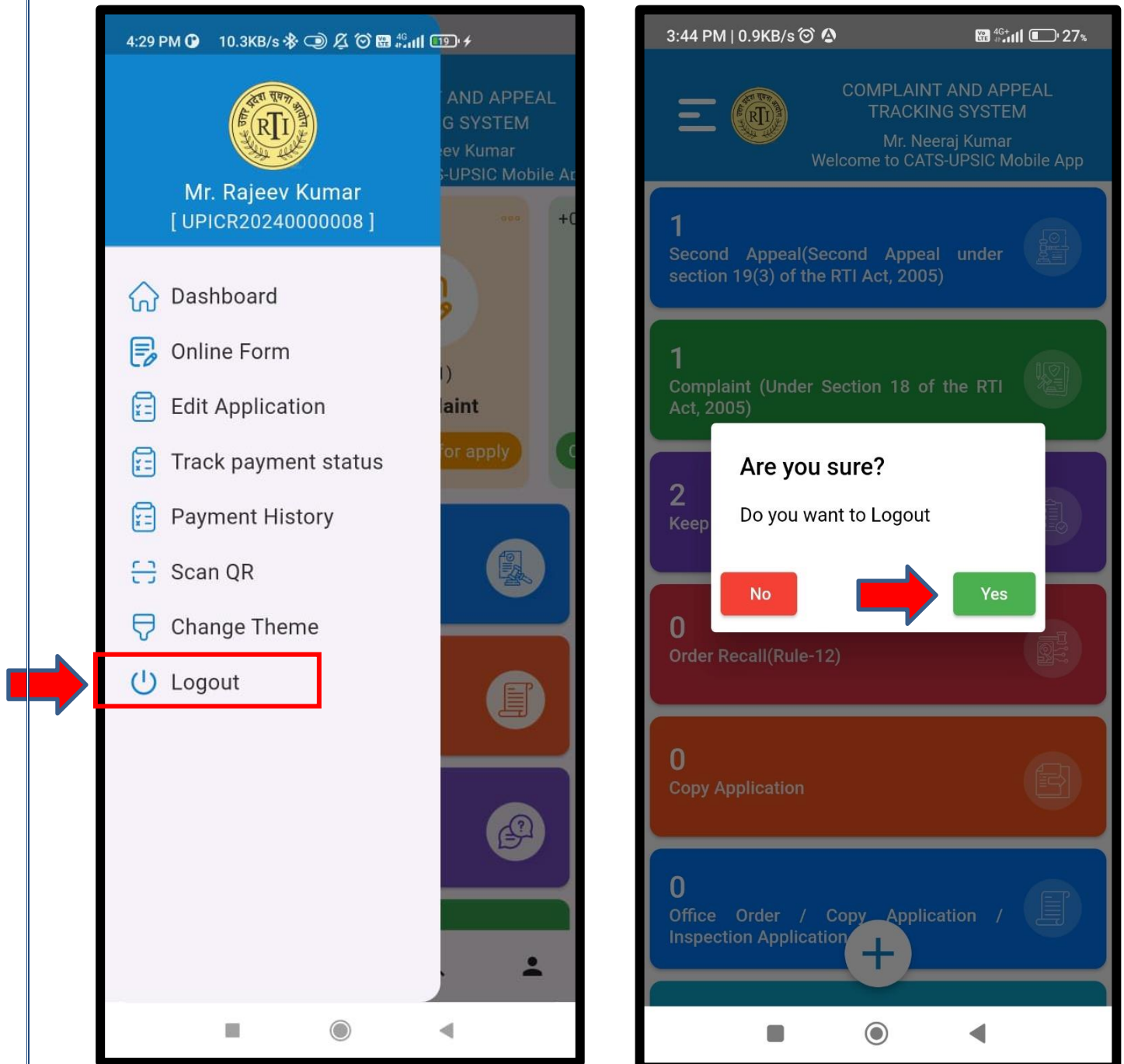
The citizen has to click on **'Share' button** to view the all option for share application link.

After clicking on **'Share'** bottom sheet dialog will open with all options for sharing then citizen has to choose the appropriate option for sharing link.



## vi) Logout

Click on **Logout** from Side bar for logout. Then a popup dialogue will appear then click on '**yes**' to logout. After logout citizen will redirect to login page.

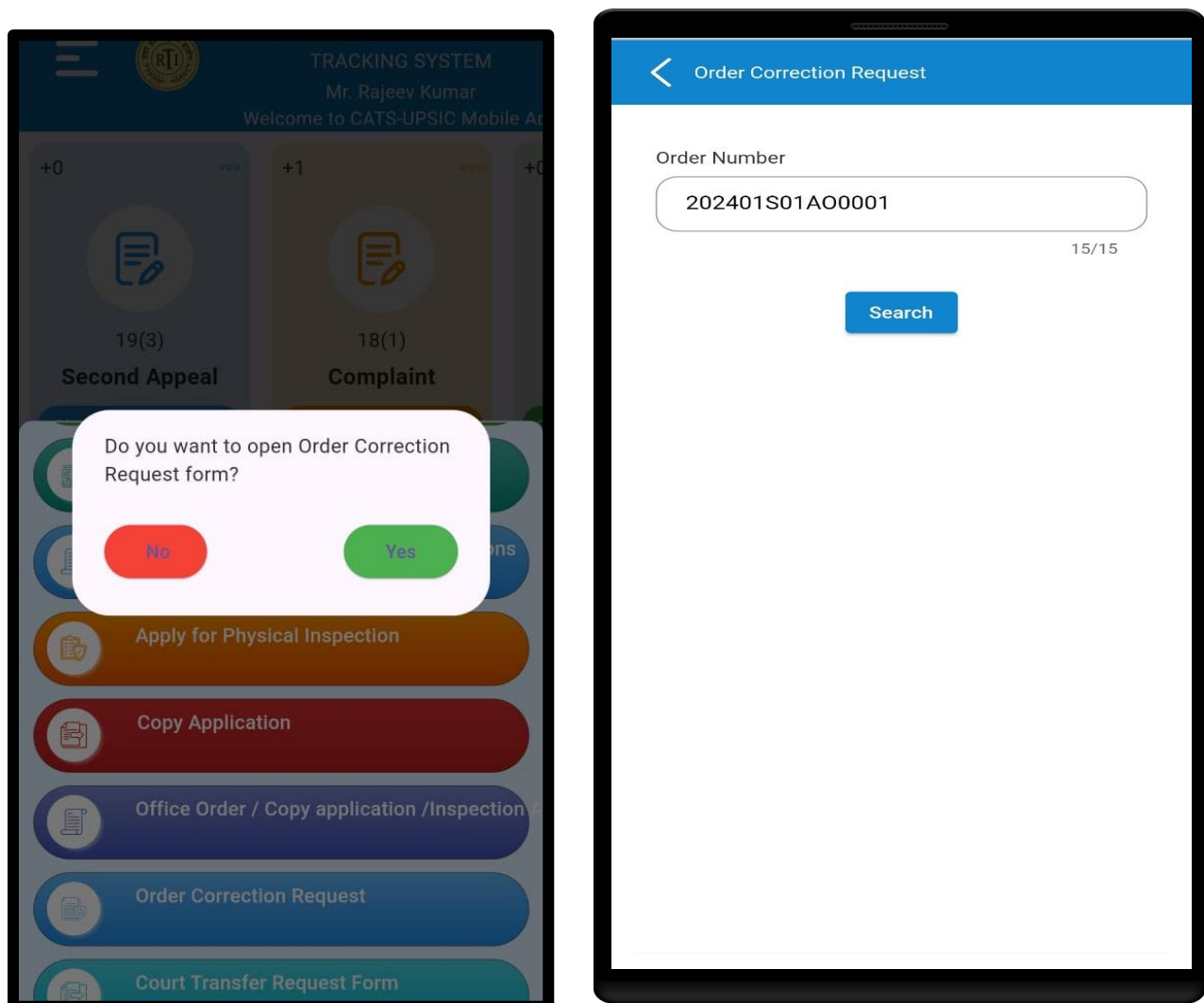


## 12.7 Request for Order Correction

Applicant can request online for order correction; they need to click on “**Request for order correction**” in the side bar menu.

It will open an input box where the applicant needs to enter the order number for the specific order content they wish to modify. After entering the order number, they should click on the “**Search**” button.

Upon clicking, order details will appear along with a text box. The applicant should enter their concerns into the text box and then click on the “**Submit**” button.



< Order Correction Request

Registration Number : A-202401TT004  
Case Number : S01/A/0001/2024  
Applicant Name : मनप्रीत कौर  
Respondent : Energy  
Applied Date : 01/01/2024  
Hearing Room : S-01  
Status- **Case has been disposed.**

Remark

|

0/150

Submit

< Order Correction Request


Registration Number : A-202401TT004  
Case Number : S01/A/0001/2024  
Applicant Name : मनप्रीत कौर  
Respondent : Energy  
Applied Date : 01/01/2024  
Hearing Room : S-01  
Status- **Case has been disposed.**

Remark

Test

4/150

Submit

 Order Correction Request

Registration Number : A-202401TT004

Case Number : S01/A/0001/2024

Applicant Name : मनप्रीत कौर

Respondent : Energy

Applied Date : 01/01/2024

Hearing Room : S-01

Status- Case has been disposed.

R

Success

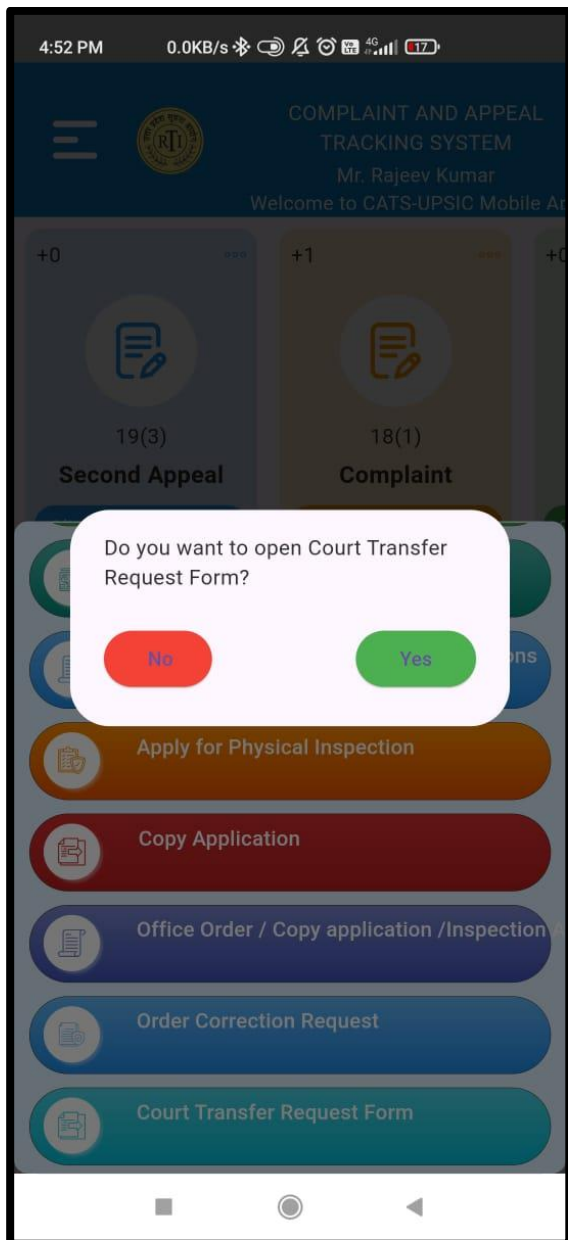
Request for order correction has been submitted successfully

Okay



## 12.7 Request for Hearing Room Transfer

Applicant can request online for transfer the case from one hearing room to another. they need to click on **“Request for Hearing Room Transfer”** in the side bar menu.



It will open a dropdown where the applicant needs to select the registration number/file number for the specific file they wish to move on. After selecting the respective number, they should click on the **“Search”** button.



The image displays two mobile application screens for the 'Court Transfer Request Form'.

**Left Screen:** The status bar at the top shows 5:28 PM, 2.6KB/s, and 96% battery. The app header is 'Court Transfer Request Form'. Below the header, the text 'Please Select search type' is followed by a dropdown menu. The dropdown menu is open, showing three options: 'Diary number', 'Registration Number', and 'File Number'.

**Right Screen:** The status bar at the top shows 5:28 PM, 0.1KB/s, and 96% battery. The app header is 'Court Transfer Request Form'. Below the header, the text 'Please Select search type' is followed by a dropdown menu. The dropdown menu is closed, and the text 'Registration Number' is displayed. Below this, the text 'Registration Number' is followed by a text input field containing 'A-202401TT004'. Below the input field is a blue button labeled 'Search'.

after clicking, file details will appear along with a text box. The applicant should select the desired hearing room and then click on the "**Submit**" button.

5:28 PM 4.0KB/s 4G 95%

< Court Transfer Request Form

View Important Instructions

Registration Number **A-202401TT004**

Case Number **S01/A/0001/2024**

Hearing Details

Hearing Date

Hearing Room **S-01**

Status **वाद का निस्तारण कर दिया गया है।**

File Details

Name **Mrs Manpreet Kaur Lamba**

Address **आगरा**

Mobile Number **7060516100**

Email **mankaur6561@gmail.com**

Public Information Officer Details

5:29 PM 0.0KB/s 4G 95%

< Court Transfer Request Form

Status **वाद का निस्तारण कर दिया गया है।**

File Details

Name **Mrs Manpreet Kaur Lamba**

Address **आगरा**

S-1

S-3

S-4

S-5

S-6

S-7

S-8

S-9

S-10

S-11

Submit

5:29 PM 0.0KB/s 4G 96%

< Court Transfer Request Form

Status वाद का निस्तारण कर दिया गया है।

File Details

Name Mrs Manpreet Kaur Lamba

Address आगरा

Mobile Number 7060516100

Email mankaur6561@gmail.com

Public Information Officer Details

PIO NA

Address जन सूचना अधिकारी कार्यालय - ऊर्जा

Select hearing room Name

S-8

Upload documents(up to 2 MB)\*

DocScanner  
16-Feb-2024  
10-13 am.pdf

Choose File

Submit

5:29 PM 0.0KB/s 4G 96%

< Court Transfer Request Form

Status वाद का निस्तारण कर दिया गया है।

File Details

Name Mrs Manpreet Kaur Lamba

Address आगरा

Mobile Number 7060516100

Confirmation

Do you want to submit Court Transfer Request Form?

No Yes

Address जन सूचना अधिकारी कार्यालय - ऊर्जा

Select hearing room Name

S-8

Upload documents(up to 2 MB)\*

DocScanner  
16-Feb-2024  
10-13 am.pdf

Choose File

Submit

The screenshot displays a mobile application interface for a 'Court Transfer Request Form'. At the top, the status bar shows the time as 5:29 PM, a data speed of 17.8KB/s, and a 95% battery level. The app's header is a dark blue bar with a back arrow and the title 'Court Transfer Request Form'. Below the header, there is a blue button labeled 'View Important Instructions'. The form contains several input fields: 'Registration Number' with the value 'A-202401TT004', 'Case Number' with 'S01/A/0001/2024', and a 'Hearing Details' section with three empty fields. A white success message box is overlaid on the form, stating 'Success' and 'hearing room transfer request has been submitted successfully', with a green 'Okay' button. Below the success message, the 'File Details' section includes fields for 'Name' (Mrs Manpreet Kaur Lamba), 'Address' (आगरा), 'Mobile Number' (7060516100), and 'Email' (mankaur6561@gmail.com). The bottom of the screen shows the 'Public Information Officer Details' section, which is currently empty. The mobile app's navigation bar at the very bottom shows three icons: a square, a circle, and a triangle.

5:29 PM 17.8KB/s 4G 95%

< Court Transfer Request Form

View Important Instructions

Registration Number **A-202401TT004**

Case Number **S01/A/0001/2024**

Hearing Details

**Success**

hearing room transfer request has been submitted successfully

Okay

File Details

Name **Mrs Manpreet Kaur Lamba**

Address **आगरा**

Mobile Number **7060516100**

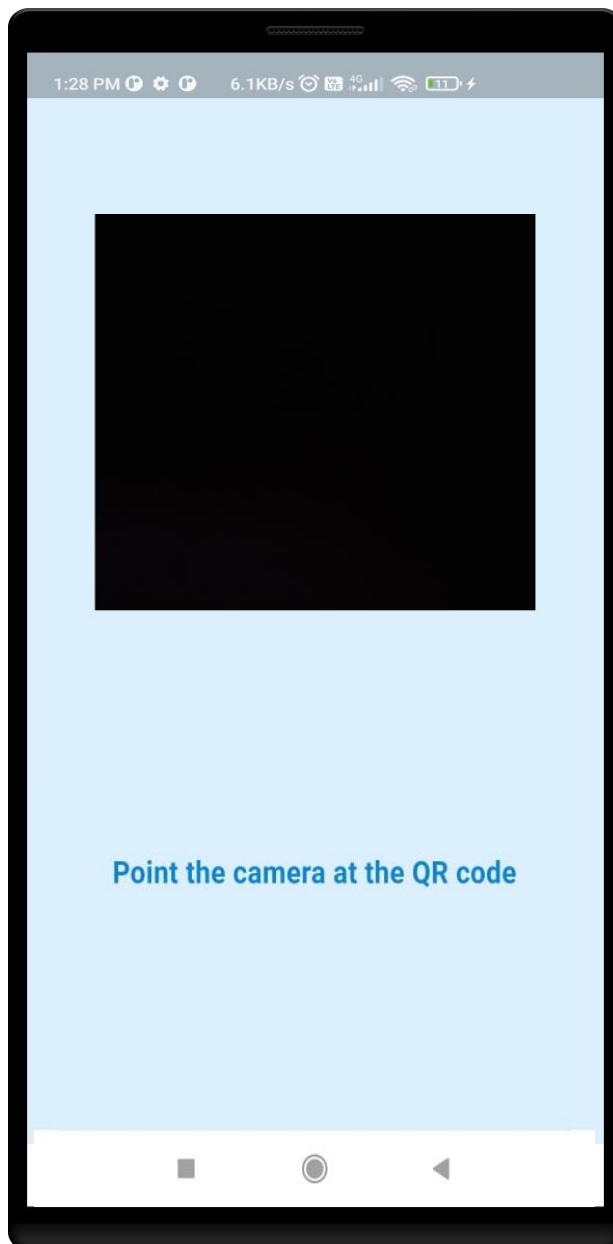
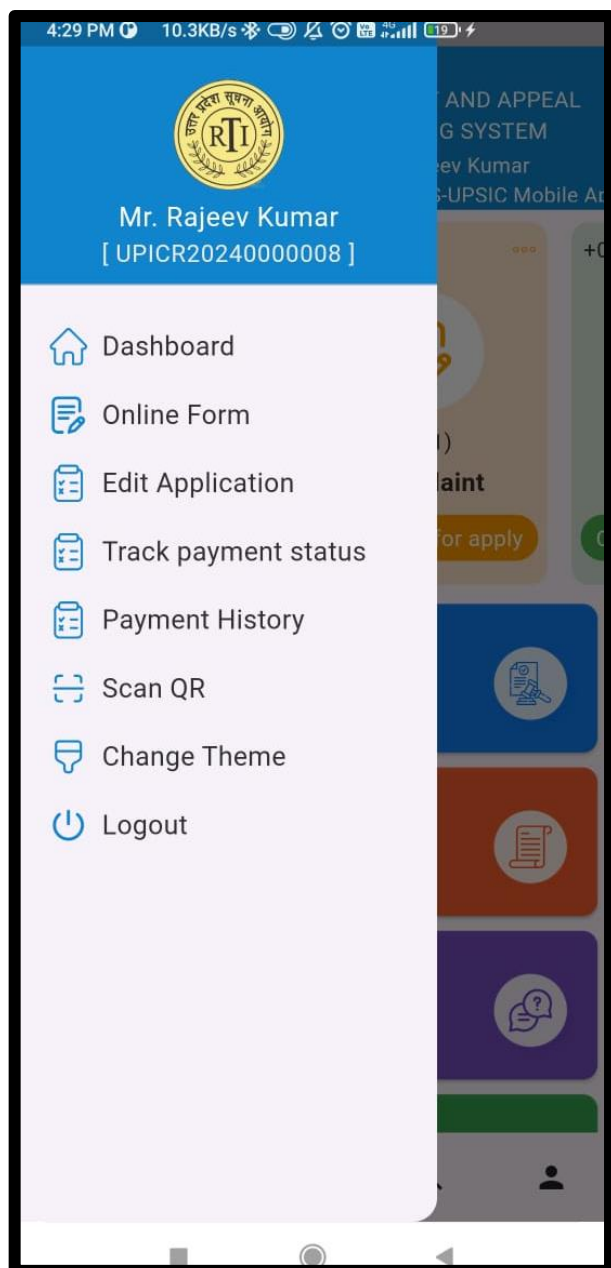
Email **mankaur6561@gmail.com**

Public Information Officer Details

## 12.8 Scan QR Code

Citizen has to click on '**Scan QR Code**' to scan QR code for verifying the Notice/order and other documents.

After selecting scan menu, a QR code scanner will be launched. Citizen has to focus the camera on QR code.



After scanning QR code, it will redirect to browser page with captcha, once the captcha filled and verified. Then a latest copy of that respective document will be downloaded automatically in PDF format. Then it can be open with any pdf viewer.

3:02 PM 14.7KB/s 100% VoWiFi 4

10.135.8.20/upsic/qr + 2

Search Q A UTtai H

उत्तर प्रदेश सूचना आयोग  
शिकायत और अपील ट्रैकिंग सिस्टम

सुरक्षा कोड भरे

24761

24761

सबमिट करें

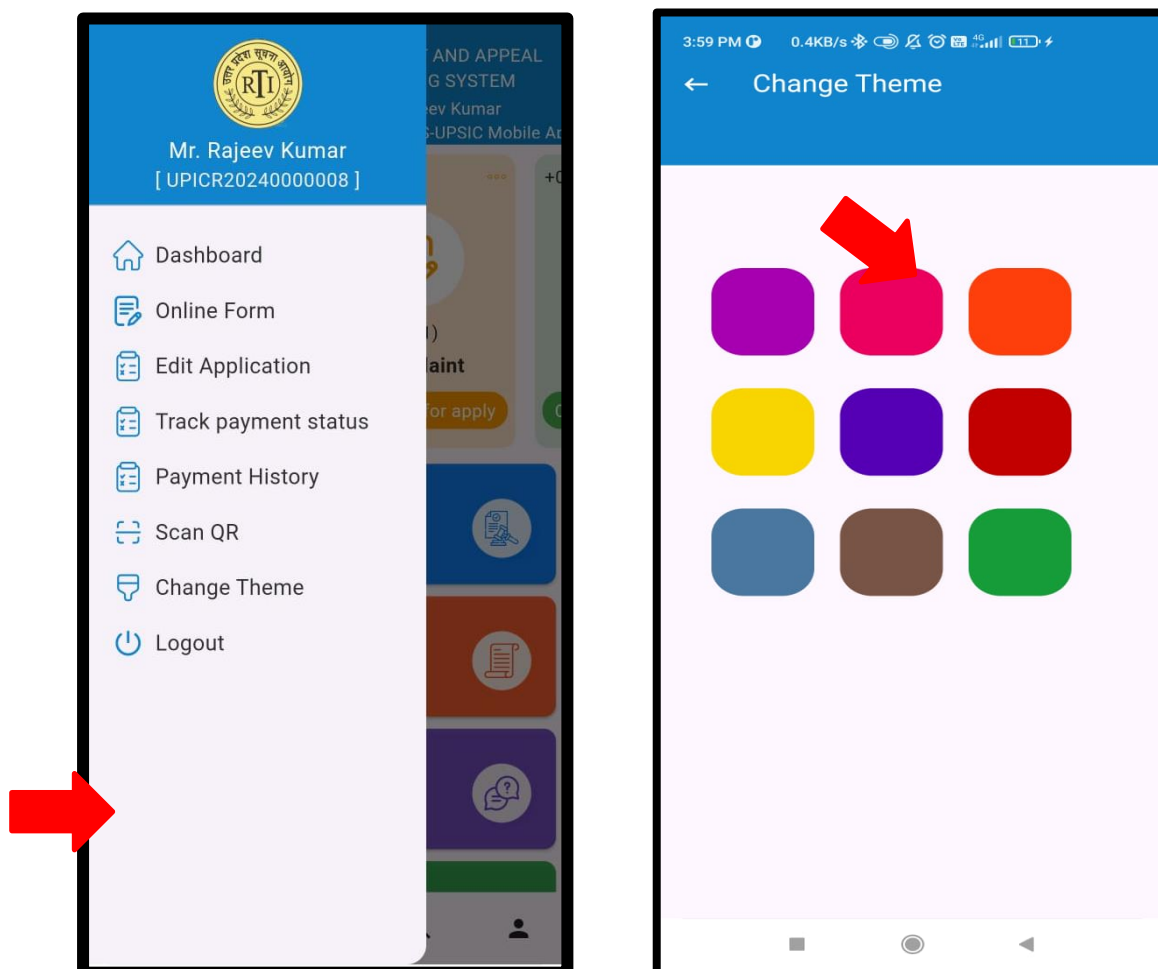
नियम एवं शर्तें  
कॉपीराइट नीति  
हाइपरलिंकिंग नीति  
गोपनीयता नीति  
राष्ट्रीय पोर्टल  
आर.टी.आई

अंतिम अद्यतन: 18 जनवरी 2023  
संस्करण (1.0)

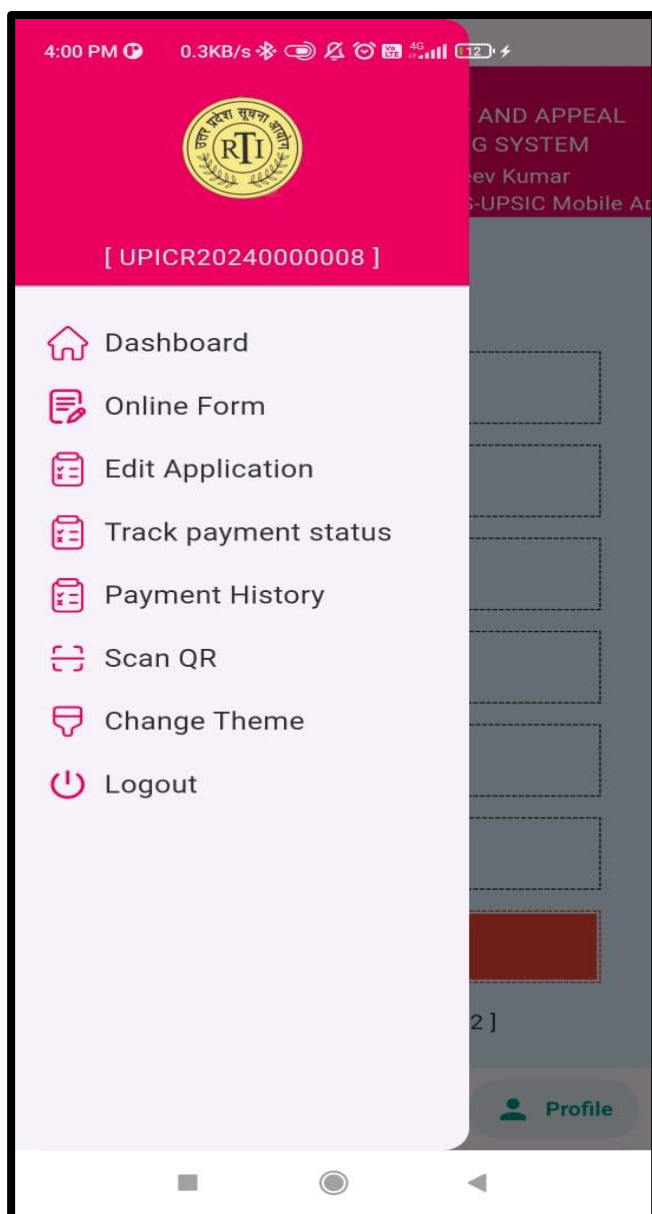
f in t y

## 12.9 Change Color Theme

Citizen has click on '**Change color theme**' to change the appearance of mobile application theme. Then a color theme palette will appear.



Citizen has to click on desired theme. Once clicked, it will automatically apply to the entire application.

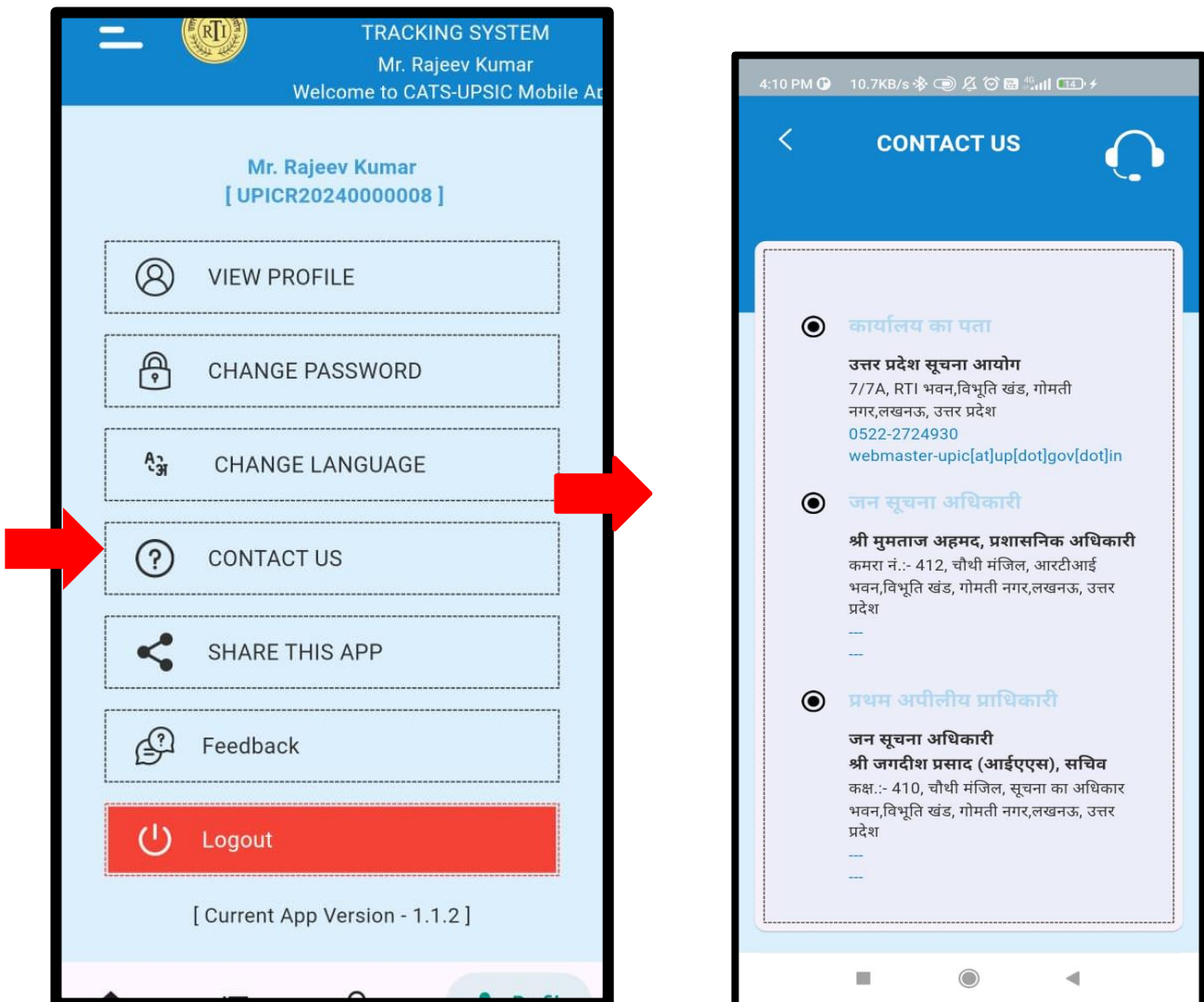




## 12.10 Contact us

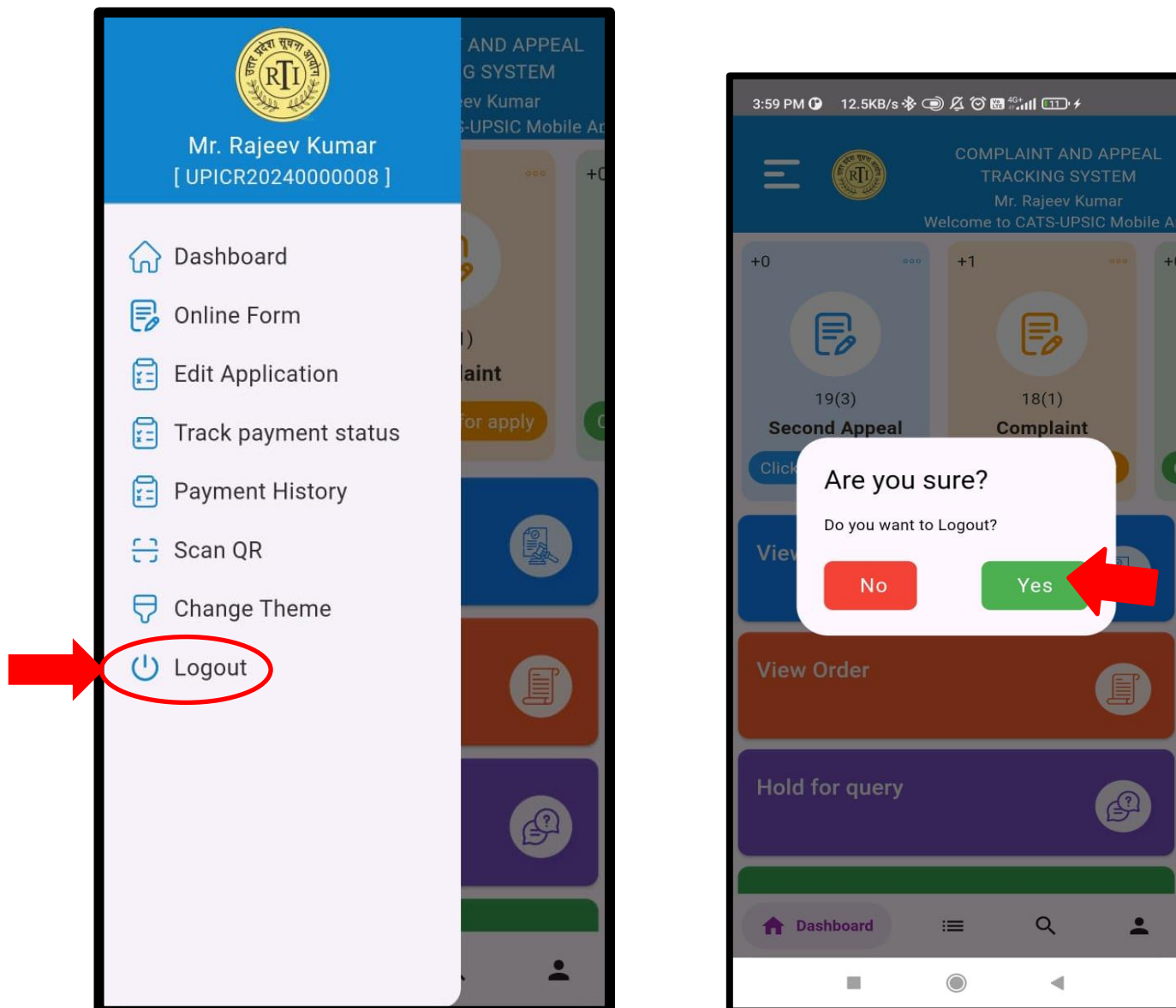
citizen has to click on '**Contact us**' to view to all contact details of Uttar Pradesh State information commission.

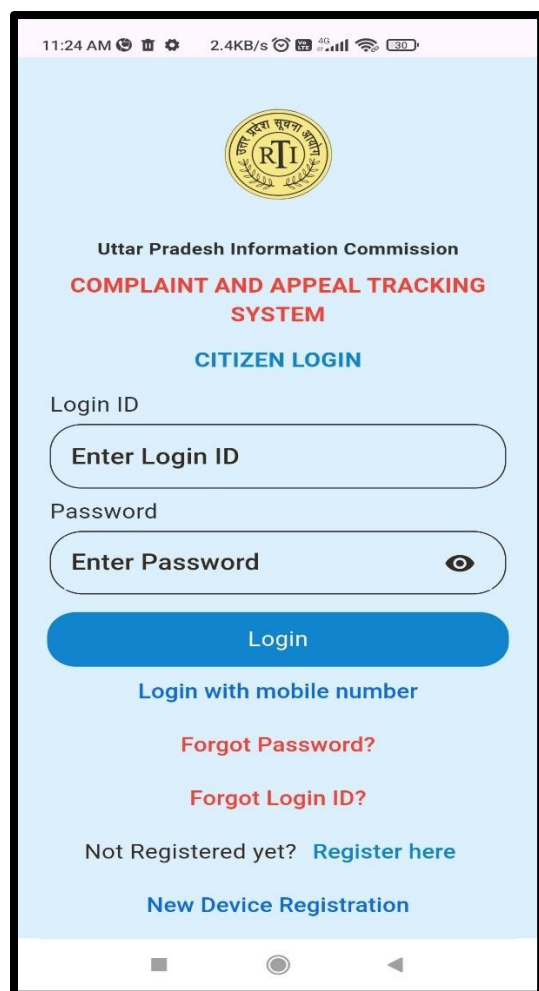
After click '**Contact us**' contact info screen will appear.



## 12.11 Logout


Click on **Logout** from Side bar for logout. Then a popup dialogue will appear then click on '**yes**' to logout. After logout citizen will redirect to login page.





The screenshot displays the mobile application interface for the Uttar Pradesh Information Commission. At the top, the status bar shows the time as 11:24 AM, signal strength, and battery level. The app header features the RTI logo and the text 'Uttar Pradesh Information Commission'. Below this, the title 'COMPLAINT AND APPEAL TRACKING SYSTEM' is displayed in red. The section is titled 'CITIZEN LOGIN'. It includes a 'Login ID' field with a placeholder 'Enter Login ID', a 'Password' field with a placeholder 'Enter Password' and a toggle icon, and a blue 'Login' button. Below the login fields, there are links for 'Login with mobile number', 'Forgot Password?', 'Forgot Login ID?', 'Not Registered yet? Register here', and 'New Device Registration'. The bottom of the screen shows the standard Android navigation bar.

11:24 AM 2.4KB/s 4G



Uttar Pradesh Information Commission


**COMPLAINT AND APPEAL TRACKING SYSTEM**

**CITIZEN LOGIN**

Login ID

Enter Login ID

Password

Enter Password 

Login

Login with mobile number

**[Forgot Password?](#)**

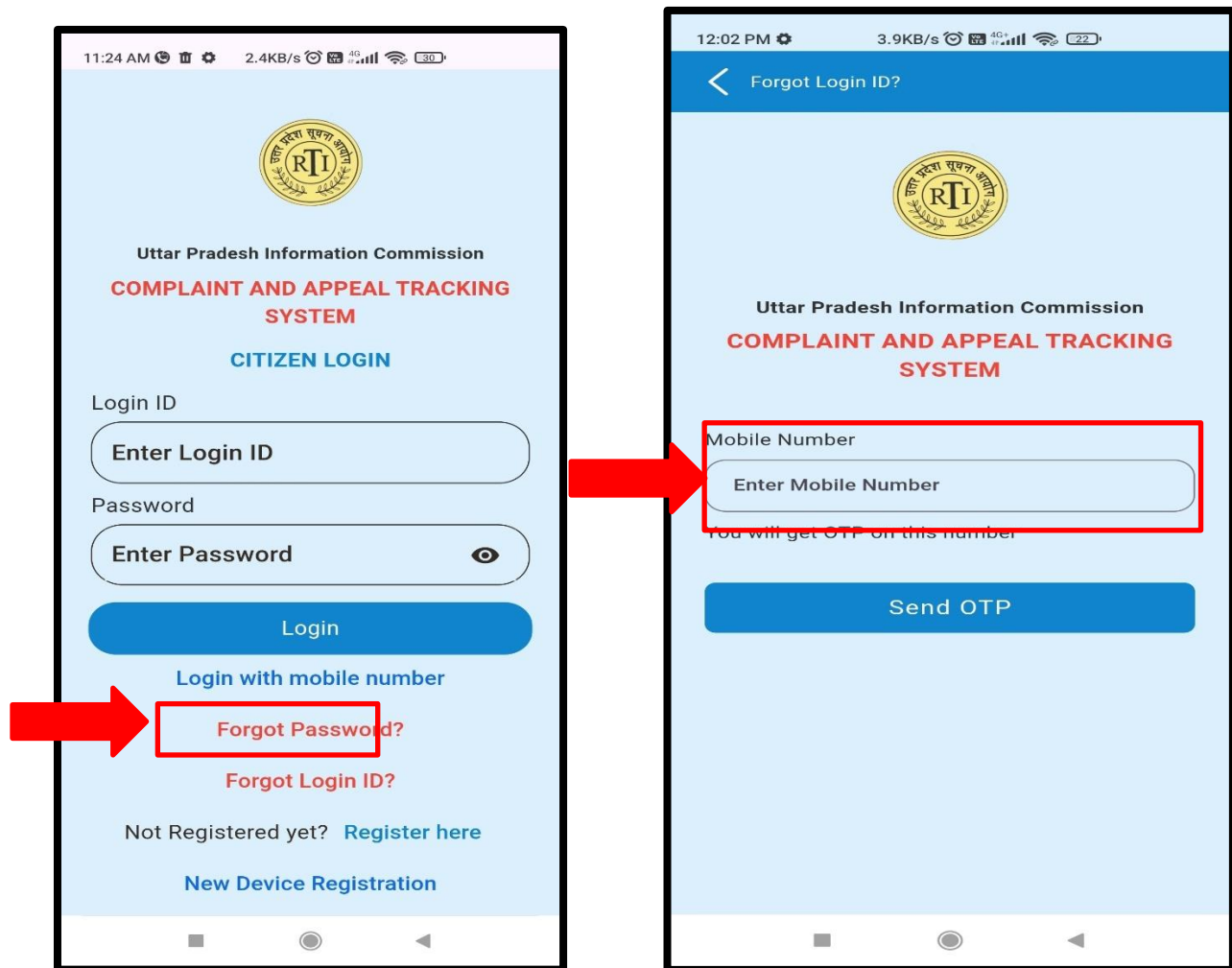
**[Forgot Login ID?](#)**

Not Registered yet? [Register here](#)

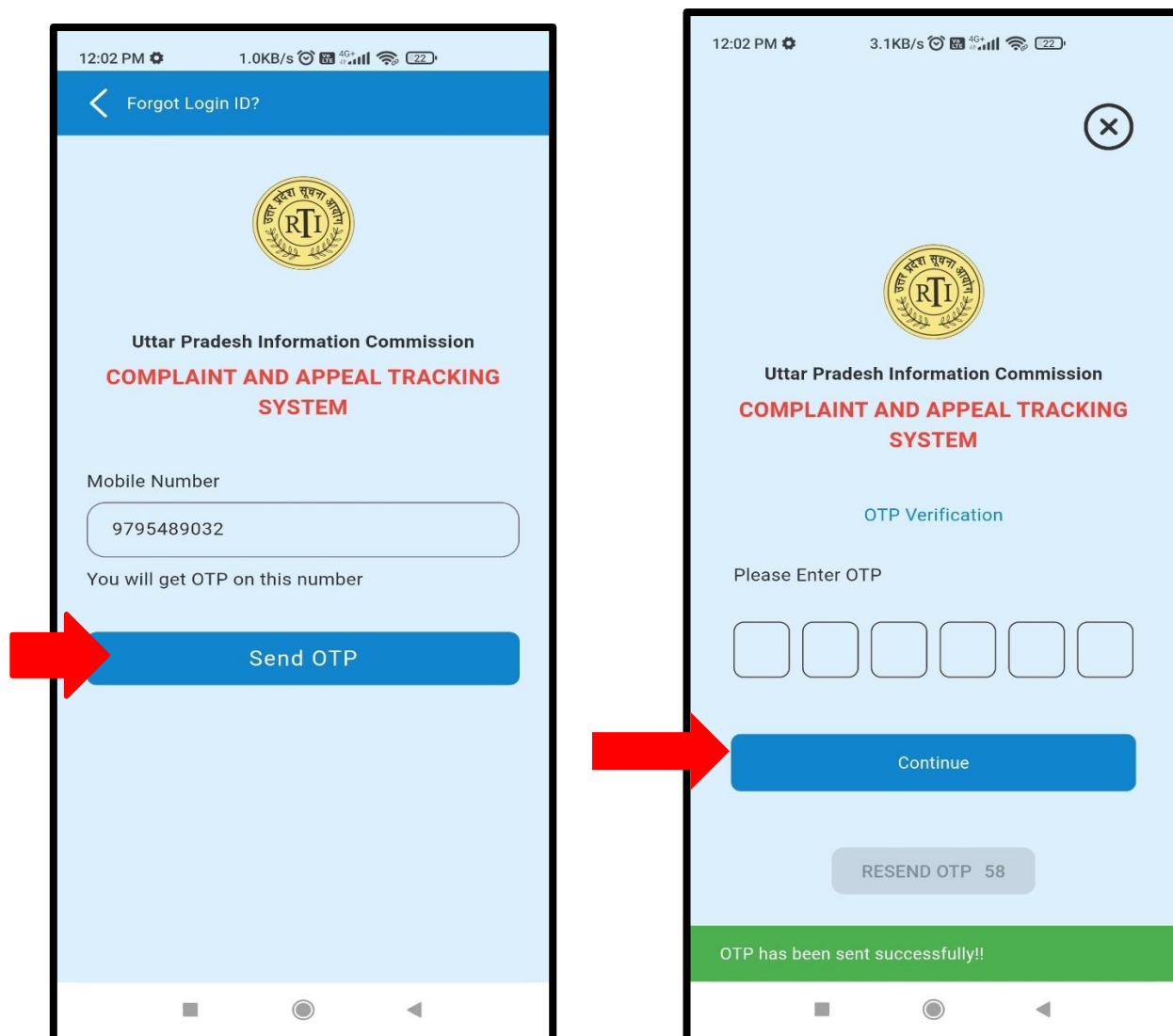
[New Device Registration](#)

### 13. FORGOT LOGIN-ID

If any applicant forgot their login id, he can get their login id by clicking on forgot login id.



Applicant needs to enter the registered mobile number and then verify otp .



Enter the received OTP and click on submit button.

After the entire process applicant gets their login id with basic details as shown in below image.

Applicant receives login id message on their registered mobile number.

12:02 PM 0.3KB/s 4G 21

Uttar Pradesh Information Commission

**COMPLAINT AND APPEAL TRACKING SYSTEM**

OTP Verification

Please Enter OTP

6 0 2 5 7 4

**Continue**

RESEND OTP 37

Uttar Pradesh Information Commission

**Success**

Login ID UPICR20240000319  
Mobile Number 9795489032  
Applicant Name in Hindi अतुल शर्मा  
Applicant Name ATUL SHARMA

**Okay**


RESEND OTP 40

## 14. FORGOT PASSWORD

If any applicant forgot their password, he can reset their password by clicking on forgot password. Applicant needs to enter the Login Id then clicks on “**Continue**” button

11:24 AM 0.0KB/s 4G 30

< Forgot Password?



**Uttar Pradesh Information Commission**  
**COMPLAINT AND APPEAL TRACKING SYSTEM**


Login ID


UPICR20240000008

You will get OTP on this number

**Send OTP**

11:24 AM 2.0KB/s 4G 30





**Uttar Pradesh Information Commission**  
**COMPLAINT AND APPEAL TRACKING SYSTEM**

OTP Verification

Please Enter OTP


**Continue**

RESEND OTP 58

OTP has been sent successfully!!



11:25 AM 0.0KB/s 4G 30



**Uttar Pradesh Information Commission**  
**COMPLAINT AND APPEAL TRACKING SYSTEM**

OTP Verification

Please Enter OTP

4 2 1 5 9 7


Continue

RESEND OTP 43


11:25 AM 3.4KB/s 4G 30

< UPDATE PASSWORD

New Password

Enter Password 

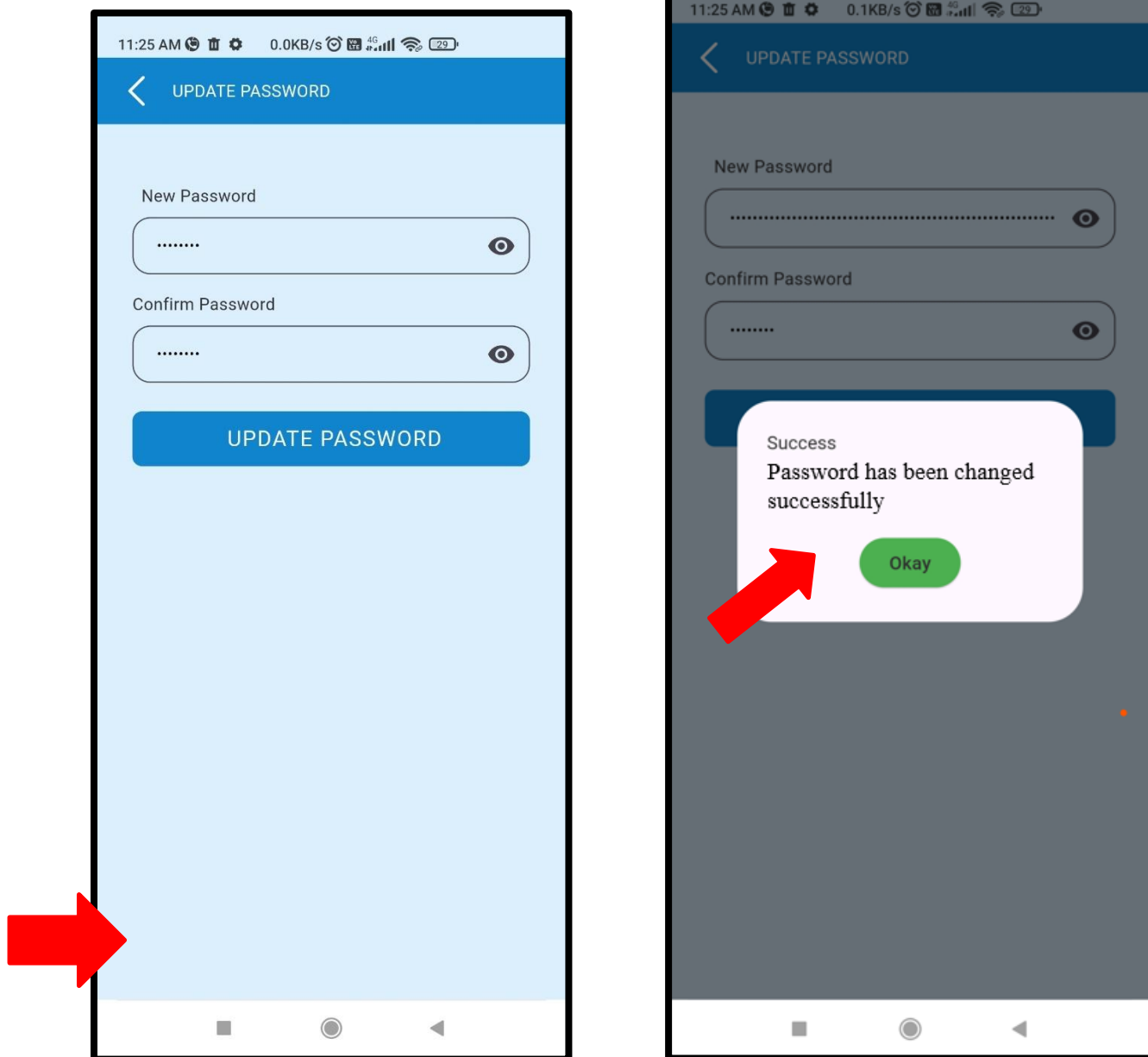
Confirm Password

Enter Password 

UPDATE PASSWORD

OTP has been verified successfully

Enter the received OTP and click on '**Continue**' button.



After verify the OTP applicant can reset their password.

After the entire process applicant receives default.